



**Bruce P. Beausejour**  
Vice President and General Counsel – New England

185 Franklin Street, Room 1403  
Boston, MA 02110

Tel (617) 743-2445  
Fax (617) 737-0648  
bruce.p.beausejour@verizon.com

March 25, 2002

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
Commonwealth of Massachusetts  
One South Station, 2<sup>nd</sup> Fl.  
Boston, MA 02110

**Re: D.T.E. 99-271**

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for February 2002 using the Carrier-to-Carrier ("C2C") Guidelines.

Also enclosed are two industry letters. The first is a letter to Massachusetts Carriers regarding the availability of an 800 number to call with questions regarding Massachusetts Carrier-to-Carrier Performance Reports. The second is a letter regarding a website that will provide CLECs with the ability to access their Massachusetts C2C reports directly on-line.

Copies of carrier-specific C2C reports and data files are sent to carriers upon request to their Account Manager.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Michael Isenberg, Esquire, Director – Telecommunications Division  
Tina Chin, Esquire, Hearing Officer  
Attached Service List



October 25, 2001

Dear Recipient of MA Carrier-to-Carrier Performance Reports:

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your Massachusetts Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-MA's Carrier-to-Carrier Performance Reports. The Help Line number is **800-959-9995**.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a help line coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

Escalation Level	Contact	Title	Contact Number
Level 1	Pamela Hunt	Manager	301-236-3894
Level 2	John Keenan	Director	617-743-6547
Level 3	Thomas Sautto	Executive Director	973-649-7025

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

John Keenan  
Director - Wholesale Performance Assurance



March 25, 2002

Massachusetts Wholesale Customer:

Aggregate and CLEC-specific Verizon Carrier-to-Carrier ("C2C") Reports and detailed data files are now available from a Verizon web site called WISE (Wholesale Internet Service Engine) Performance Measures. Instructions for obtaining access to WISE Performance Measures are enclosed in this letter. Verizon has designed the process to be user-friendly. It should take approximately 10 days to obtain a user-id, password, and digital certification. Additionally, the web site will contain links to a user guide that contains directions on how to use the system and documentation on the performance measures.

For those CLECs who already maintain WISE user-ids and passwords for reviewing FCC or State reports, these user-ids and passwords will allow you to review your reports without any additional updating.

For those CLECs who are requesting online access to these reports for the first time, reports will be available as soon as the user-id, password, and digital certificate process is completed. Beginning the following month, you will receive your monthly C2C reports as before and, in addition, you will have the opportunity to access and download your reports from the WISE web site as well.

Summary of Events

Action	Data Month	Available via WISE
- Obtain IDs for new users - Receive reports via Mail - Reports available via WISE	February 2002	March 25, 2002
- Receive reports via Mail - Reports available via WISE	March 2002	April 25, 2002
- Receive reports via Mail - Reports available via WISE	April 2002	May 25, 2002

If you have any question with this process, please contact Henry Lopez on (617) 743-3574 or via email [enrique.j.lopez@verizon.com](mailto:enrique.j.lopez@verizon.com)

Respectfully,

Jim MacDonald  
Director – Wholesale Performance Metrics

Attachment

Here's how to obtain access to the Web site:

Minimum software requirements for the Web Browser are Netscape Version 4.7 or Internet Explorer 5.0

- 1) Access the following URL: [www.verizon.com/wise](http://www.verizon.com/wise) This is the initial WISE page. From the pull-down menu, select the appropriate state. Please note that this is an initial step which is only required when requesting access to WISE for the first time.
- 2) From the OSS Internet Gateways pull-down menu, select CLEC Performance Measures.
- 3) Bookmark the CLEC Performance page, as it is the gateway for both the access requests and the reports.
- 4) On the CLEC Performance Measures page, select **"Where to Begin"**. In the **"Where to Begin"** section, there are 3 Steps. These steps will take you through the access process.
- 5) **Step 1:** For "Type of user," select CLEC. You'll be routed to another screen entitled, "CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM – CLECs." To ensure that only authorized employees of eligible CLECs have access to the measurement results, Verizon employs a user ID/password protection program. Complete this form and click on the "Submit" button at the bottom of the screen. Your new WISE login ID and password will be transmitted back to the e-mail address that you provide on this form.
- 6) **Step 2:** Request Digital Certificate. Return to the page bookmarked in 3) above. (URL entitled [http://128.11.40.241/perf\\_meas Ug/pmhomepage.htm](http://128.11.40.241/perf_meas Ug/pmhomepage.htm)) Under the "Where to Begin" section, click "Request or Renew your Digital Certificate." You'll be routed to a screen entitled, "How to Request Your Digital Certificate." Since you will access the performance measure results over the Internet, Verizon uses digital certificates as a security measure. Please follow the directions carefully and complete this form. Verizon Communications Security will notify you via e-mail when you can retrieve your digital certificate.
- 7) **Step 3:** Download your Digital Certificate. After you have been notified via e-mail by Verizon Communications Security that you can retrieve your digital certificate, again access the URL entitled that was book marked earlier ([http://128.11.40.241/perf\\_meas Ug/pmhomepage.htm](http://128.11.40.241/perf_meas Ug/pmhomepage.htm)) Under the "Where to Begin" section, click on "Download your Digital Certificate." You'll be routed to a screen entitled "How to Retrieve/Download A Digital Certificate." Please carefully follow the directions and download your digital certificate. After you have successfully completed this download, you're ready to access performance reports.
- 8) When you are ready to access performance reports, access the URL entitled that was book marked earlier ([http://128.11.40.241/perf\\_meas Ug/pmhomepage.htm](http://128.11.40.241/perf_meas Ug/pmhomepage.htm)) Near the bottom of the screen look, for a section entitled **\*\*\*\* PERFORMANCE MEASURES REPORTS & DOCUMENTATION \*\*\*\*** and click on the text in that box. You'll pass through some security screens (click on "Continue" on these screens) until you reach the main WISE login screen requesting your user ID and password. Type in the user ID and password [IN UPPERCASE] provided in Step 2, above, in order to view performance reports. Once successfully logged in, you will automatically be brought into the WISE Performance Measures screen where you can begin requesting your CLEC-specific report(s).

**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Massachusetts February 2002

**CLEC Aggregate Performance**  
OPERATION SUPPORT SYSTEM / BILLING

Metric #	Standard	Vz	CLEC	Difference	Observations
<b>PRE-ORDERING</b>					
<b>PO-1 - Response Time OSS Pre-Ordering Interface ^</b>					
PO-1-01-6020	Customer Service Record - EDI	Party plus <= 4 Seconds	1.30	2.81	1510
PO-1-01-6030	Customer Service Record - CORBA	Party plus <= 4 Seconds	1.30	0.80	1973
PO-1-01-6050	Customer Service Record - Web GUI	Party plus <= 7 Seconds	1.30	2.45	1.15 33414
PO-1-02-6020	Due Date Availability - EDI	Party plus <= 4 Seconds	0.06	2.31	2.25 14
PO-1-02-6030	Due Date Availability - CORBA	Party plus <= 4 Seconds	0.06	0.57	0.51 3
PO-1-02-6050	Due Date Availability - Web GUI	Party plus <= 7 Seconds	0.06	2.15	2.09 947
PO-1-03-6020	Address Validation - EDI	Party plus <= 4 Seconds	3.96	4.85	0.89 772
PO-1-03-6030	Address Validation - CORBA	Party plus <= 4 Seconds	3.96	2.57	-1.39 386
PO-1-03-6050	Address Validation - Web GUI	Party plus <= 7 Seconds	3.96	5.18	1.22 3509
PO-1-04-6020	Product & Service Availability - EDI	Party plus <= 10 Seconds	6.44	NA	
PO-1-04-6030	Product & Service Availability - CORBA	Party plus <= 10 Seconds	6.44	NA	
PO-1-04-6050	Product & Service Availability - Web GUI	Party plus <= 10 Seconds	6.44	5.38	-3.06 188
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Party plus <= 4 Seconds	4.78	6.50	1.72 11
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Party plus <= 4 Seconds	4.78	3.95	-0.83 55
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Party plus <= 7 Seconds	4.78	5.62	1.04 1781
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	Party plus <= 4 Seconds	4.35	3.74	-0.63 490
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	Party plus <= 4 Seconds	4.35	1.90	-2.45 23
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	Party plus <= 7 Seconds	4.35	4.00	-0.35 1608
PO-1-07-6020	Rejected Query - EDI	Party plus <= 4 Seconds	0.04	2.28	2.22 5130
PO-1-07-6030	Rejected Query - CORBA	Party plus <= 4 Seconds	0.04	0.58	0.54 1262
PO-1-07-6050	Rejected Query - Web GUI	Party plus <= 7 Seconds	0.04	2.87	2.83 3224
PO-1-08-6020	% Timeouts - EDI	not > 33%	0.02	0.02	4774
PO-1-08-6030	% Timeouts - CORBA	not > 33%	0.00	0.00	4046
PO-1-08-6050	% Timeouts - Web GUI	not > 33%	0.04	0.04	61202
PO-1-09-6020	Parse CSR - EDI	Party plus <= 10 Seconds	1.30	1.81	0.51 589
PO-1-09-6030	Parse CSR - CORBA	Party plus <= 10 Seconds	1.30	0.35	-0.95 134
^Retail data is obtained from ENVIEW, and the total number of observations is					
<b>PO-2 - OSS Interface Availability</b>					
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	100.00		0.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	100.00		0.00
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00		0.00
PO-2-02-6080	OSS Interf. Avail. - Prime Time - Maint./Web GUI/Pre-Order/Ordering WEB GUI	>=99.5%	99.84		0.70
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI	No Standard	99.73		1.30
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA	No Standard	99.83		0.80
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)	No Standard	99.08		2.20
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-Order/Order WEB GUI	No Standard	99.08		2.20
PO-2-03-6060	OSS Interf. Avail. - Non-Prime - Electronic Bonding	No Standard	100.00		0.00
<b>PO-5 - Average Notification of Interface Outage</b>					
PO-5-01-2000	Average Notice of Interface Outage	Not more than 20 minutes	15.00		1
<b>PO-6 - Software Validation</b>					
PO-6-01-2000	Software Validation	<= 5%	0.00		138
<b>PO-7 - Software Problem Resolution Timeliness</b>					
PO-7-01-2000	% Software Problem Res. Timeliness	>=95%	NA		
PO-7-02-2000	Delay Hrs. - 3rd Res. - Change - Actions Failed, No Workaround	46 hours	NA		
PO-7-03-2000	Delay Hrs. - 3rd Res. - Change - Actions Failed, With Workaround	10 days	NA		
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Actions Failed, No W/A	48 hours	NA		
<b>PO-8 - Manual Loop Qualification</b>					
PO-8-01-2000	% On Time - Manual Loop Qualification	95% within 48 Hours	100.00		6
PO-8-02-2000	% On Time - Engineering Record Request	95% within 72 Hours	NA		
<b>PO-4 - Timeliness of Change Management Notice</b>					
PO-4-01-6680	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.	95%	100.00		1
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory	95%	100.00		5
PO-4-02-6680	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA		
PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory	No Standard	NA		
PO-4-03-6680	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices and documentation over 8 days	NA		
PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory	No delayed notices and documentation over 8 days	NA		
<b>PO-4 - Timeliness of Change Management Notice</b>					
PO-4-01-6622	% Notices Sent on Time - Regulatory	95%	NA		
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.	95%	NA		
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA		
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA		
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No delayed notices and documentation over 8 days	NA		
PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices and documentation over 8 days	NA		
<b>MR-1 - Response Time OSS Maintenance Interface</b>					
MR-1-01-2000	Create Trouble	Party plus <= 4 Seconds	7.75	3.54	-4.21 877
MR-1-02-2000	Status Trouble	Party plus <= 4 Seconds	4.65	3.62	-1.23 34
MR-1-03-2000	Modify Trouble	Party plus <= 4 Seconds	7.51	NA	
MR-1-04-2000	Request Cancellation of Trouble	Party plus <= 4 Seconds	9.01	6.15	-2.86 13
MR-1-05-2000	Trouble Report History (by TNC/Circuit)	Party plus <= 4 Seconds	0.32	0.98	0.66 351
MR-1-06-2000	Test Trouble (POTS Only) - RETAIL only	Party plus <= 4 Seconds	55.33	45.61	-9.72 2518
<b>BI-1 - Timeliness of Daily Usage Feed</b>					
BI-1-02-2030	% DUF in 4 Business Days	95% in 4 Business Days	99.77		30622674
<b>BI-2 - Timeliness of Carrier Bill</b>					
BI-2-01-2030	Timeliness of Carrier Bill	95% in 10 Business Days	99.49		780
<b>BI-3 - Billing Accuracy &amp; Claims Processing</b>					
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days	95% within 2 Business Days	62.77		94
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	95% within 28 Calendar Days	63.06		111
<b>OD-1 - Operator Services - Speed of Answer</b>					
OD-1-01-1021	Average Speed of Answer - Operator Services - NE O&C	Party with Retail	2.72	0.28	1238690 78009
OD-1-02-1021	Average Speed of Answer - Directory Assistance - NE O&C	Party with Retail	3.54	2.19	12819304 1204809
Legend Notations defined on Legend sheet - last page					

**Carrier to Carrier  
Performance Standards and Reports  
Verizon Massachusetts February 2002**

**CLEC Aggregate Performance  
ORDERING - RESALE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate	Number of Observations All CLECs
PO-3 - Contact Center Availability				
PO-3-02-2000	% Answered within 30 Seconds - Ordering	80% within 30 Seconds	94.33	3743
PO-3-04-2000	% Answered within 30 Seconds - Repair	80% within 30 Seconds	92.98	91716
OR-8 - Acknowledgement Timeliness				
OR-8-01-2000	% Acknowledgements on Time	95% within 2 Hours	100.00	1258
OR-9 - Order Acknowledgement Completeness				
OR-9-01-2000	% Acknowledgement Completeness	95%	100.00	1259
OR-10 - PON Notifier Exception Resolution Timeliness				
OR-10-01-2000	% of PON Exceptions Resolved Within Three (3) Business Days	95% within 3 Business Days	UD	
OR-10-02-2000	% of PON Exceptions Resolved Within Ten (10) Business Days	99% within 10 Business Days	UD	
OR-1 - Order Confirmation Timeliness				
OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours	99.82	4946
OR-1-04-2100	% On Time LSRC No Facility Check	95% within 24 Hours	99.32	3656
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	99.68	309
OR-2 - Reject Timeliness				
OR-2-02-2320	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	2052
OR-2-04-2320	% On Time LSR Reject No Facility Check	95% within 24 Hours	98.53	1356
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	188
OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification				
OR-1-04-2341	% On Time LSRC No Facility Check	95% within 72 Hours	98.15	54
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	9
OR-2 - Reject Timeliness - Requiring Loop Qualification				
OR-2-04-2341	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	44
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	6
OR-3 - Percent Rejects				
OR-3-01-2000	% Rejects	No Standard	29.72	12935
OR-3-02-2000	% Resubmission Not Rejected	95%	NA	
OR-4 - Timeliness of Completion Notification				
OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent	0.25%	UD	
OR-4-16-2000	% Providing Completion Notifiers sent within one (1) Business Day	95%	UD	
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days	95%	UD	
OR-5 - Percent Flow-Through				
OR-5-01-2000	% Flow Through - Total	No Standard Developed	54.00	9184
OR-5-03-2000	% Flow Through Achieved	95%	84.73	5235
OR-6 - Order Accuracy				
OR-6-01-2000	% Accuracy - Orders	95% Orders without Errors not more than 5%	98.76	339
OR-6-03-2000	% Accuracy - LSRC		0.04	5057
OR-7 - Order Completeness				
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.50	12891
OR-1 - Order Confirmation Timeliness				
OR-1-04-2210	% On Time LSRC No Facility Check: DS0	95% within 48 Hours	NA	
OR-1-04-2211	% On Time LSRC No Facility Check: DS1	95% within 48 Hours	NA	
OR-1-04-2213	% On Time LSRC No Facility Check: DS3	95% within 48 Hours	NA	
OR-1-04-2214	% On Time LSRC No Facility Check: (Non DS0, DS1, & DS3)	95% within 48 Hours	100.00	163
OR-1-06-2210	% On Time LSRC/ASRC Facility Check: DS0	95% within 72 Hours	NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check: DS1	95% within 72 Hours	NA	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check: DS3	95% within 72 Hours	NA	
OR-1-06-2214	% On Time LSRC/ASRC Facility Check: (Non DS0, DS1, & DS3)	95% within 72 Hours	100.00	17
OR-2 - Reject Timeliness				
OR-2-04-2200	% On Time LSR Reject No Facility Check	95% within 48 Hours	100.00	175
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	20
Legend Notations defined on Legend sheet - last page				

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts February 2002**

**CLEC Aggregate Performance**  
**PROVISIONING - RESALE POTS / SPECIAL SERVICES**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score	
		Vz	CLEC Aggregate	Vz	All CLECs				
PR-1-04-2100 PR-1-05-2100	<b>PR-1 - Average Interval Offered</b> Average Interval Offered - Dispatch (5-9 Lines) Average Interval Offered - Dispatch (>= 10 Lines)	Party with Retail Party with Retail	2.54 3.90	4.88 8.25	48 20	16 16	1.61 6.66	0.46 2.23	-5.03 -1.95
PR-3-01-2100 PR-3-06-2100 PR-3-09-2100	<b>PR-3 - Completed within Specified Days</b> % Completed in 1 Day (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - Dispatch) % Completed in 5 Days (1-5 Lines - Dispatch)	Party with Retail Party with Retail Party with Retail	89.64 80.67 97.69	76.93 74.29 98.89	101451 8579 8579	1409 280 271		0.82 2.40 0.93	-15.55 -2.66
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100	<b>PR-4 - Missed Appointments</b> Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch	Party with Retail No Standard Party with Retail Party with Retail	2.65 2.25 4.93 0.01	1.92 2.25 3.89 0.00	1062 21256 21256 172097	22 566 566 3614	3.61	0.78 0.92 0.02	1.07 1.13
PR-5-01-2100 PR-5-02-2100	<b>PR-5 - Facility Missed Orders</b> % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days	Party with Retail Party with Retail	2.84 0.05	3.00 0.00	21256 21256	566 566		0.71 0.10	-0.23
PR-6-01-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b> % Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Party with Retail None - Analysis Only	2.89 1.57	2.06 1.57	175957 8803	8803		0.18	4.57
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b> Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Party with Retail Party with Retail	0.00 0.00	0.00 0.00	193353 193353	4180 4180			0 0
PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b> Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)	Party with Retail Party with Retail	0.56 2.18	1.33 3.07	12214 2226	806 182	0.88 1.56	0.03 0.12	-22.82 -7.40
PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b> Average Interval Offered - Total No Dispatch Average Interval Offered - Dispatch (1-5 Lines)	Party with Retail Party with Retail	0.31 2.59	0.88 3.14	136415 7583	1085 132	1.04 1.58	0.03 0.14	-21.14 -3.97
PR-1-12-2103	<b>PR-1 - Average Interval Offered</b> Average Interval Offered - Disconnects	Party with Retail	3.89	3.03	50217	1981	8.17	0.19	3.51
PR-1-01-2341 PR-1-02-2341	<b>PR-1 - Average Interval Offered</b> Average Interval Offered - Total No Dispatch Average Interval Offered - Total Dispatch	Party with Retail Party with Retail	1.40 2.97	1.97 8.50	343 219	45 32	1.87 2.02	0.28 0.38	-1.93 -14.47
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-08-2341	<b>PR-4 - Missed Appointments</b> Average Delay Days - Total % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch % Missed Appt. - Customer - Late Order Conf.	Party with Retail No Standard Party with Retail Party with Retail No Standard	3.45 9.04 0.00 0.00	1.00 2.13 3.64 0.00	38 332 236 94	2 55 38 94	3.06	2.22 4.17	1.10
PR-5-01-2341 PR-5-02-2341	<b>PR-5 - Facility Missed Orders</b> % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days	Party with Retail Party with Retail	2.33 0.29	0.00 0.00	344 344	56 56		2.17 0.77	
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b> % Install. Troubles Reported within 30 Days % Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	Party with Retail None - Analysis Only	1.11 1.21	1.21 1.21	1616 248	248		0.72	
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b> Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Party with Retail Party with Retail	0.00 0.00	0.00 0.00	580 580	94 94			0 0
PR-1-06-2200 PR-1-07-2200 PR-1-08-2200 PR-1-12-2200	<b>PR-1 - Average Interval Offered</b> Average Interval Offered - D80 Average Interval Offered - D81 Average Interval Offered - D83 Average Interval Offered - Disconnects	Party with Retail Party with Retail Party with Retail Party with Retail	9.95 16.30 35.14 11.59	8.78 19.39 NA 7.84	172 170 7 2539	29 8 7 47	4.61 11.42 32.74 20.08	0.93 4.13 2.96	1.29 -0.75 1.34
PR-4-01-2210 PR-4-01-2211 PR-4-01-2213 PR-4-01-2214 PR-4-02-2200 PR-4-03-2200 PR-4-08-2200	<b>PR-4 - Missed Appointments</b> % Missed Appointment - Verizon - D80 % Missed Appointment - Verizon - D81 % Missed Appointment - Verizon - D83 % Missed Appointment - Verizon - Special Other Average Delay Days - Total % Missed Appointment - Customer % Missed Appt. - Customer - Due to Late Order Conf.	Party with Retail Party with Retail Party with Retail Party with Retail Party with Retail No Standard No Standard	3.89 7.19 60.00 0.00 7.71 6.52 0.00	0.00 0.00 NA 0.00 NA 6.52 0.00	180 153 5 41 21 46	33 7 6	3.66 9.96		
PR-5-01-2200 PR-5-02-2200	<b>PR-5 - Facility Missed Orders</b> % Missed Appointment - Verizon - Facilities % Orders Held for Facilities > 15 Days	Party with Retail Party with Retail	0.00 0.00	0.00 0.00	321 321	30 30			0 0
PR-6-01-2200 PR-6-03-2200	<b>PR-6 - Installation Quality</b> % Installation Troubles reported within 30 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Party with Retail None - Analysis Only	2.76 1.86	1.99 1.86	1523 302	302		1.03	0.75
PR-8-01-2200 PR-8-02-2200	<b>PR-8 - Open Orders in a Hold Status</b> Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Party with Retail Party with Retail	0.26 0.00	0.00 0.00	379 379	46 46		0.80	0
Legend Notations defined on Legend sheet - last page									

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**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Massachusetts February 2002

**CLEC Aggregate Performance**  
**MAINTENANCE - RESALE / SPECIAL SERVICES**

Metric #	Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
		Vz	CLEC Aggregate	Vz	All CLECs			
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2100	Network Trouble Report Rate - Loop	0.76	0.32	3751654	248153		0.02	24.82
MR-2-03-2100	Network Trouble Report Rate - Central Office	0.06	0.05	3751654	248153		0.01	4.40
MR-2-04-2100	% Subsequent Reports		7.94		995			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate		0.27		248153			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2110	% Missed Repair Appointment - Loop Bus	12.78	10.18	4814	570		1.48	1.76
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	8.51	4.69	23524	213		1.92	1.98
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus	12.28	6.14	847	114		3.27	1.88
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	6.79	5.26	2120	19		5.80	
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment		5.30		679			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2100	Mean Time To Repair - Total	18.04	11.32	31422	916	19.28	0.85	10.41
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus	12.05	10.41	4814	570	19.04	0.84	1.95
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	20.36	17.07	23524	213	18.29	1.33	2.48
MR-4-03-2110	Mean Time To Repair - Central Office Trouble - Bus	8.00	5.99	847	114	13.64	1.36	1.48
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	9.81	6.04	2120	19	13.71	3.16	1.13
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	77.03	90.81	31422	916		1.41	9.63
MR-4-06-2100	% Out of Service > 4 Hours	77.20	62.13	23841	734		1.57	9.59
MR-4-07-2100	% Out of Service > 12 Hours	57.20	36.85	23841	734		1.85	11.08
MR-4-08-2110	% Out of Service > 24 Hours - Bus	11.53	6.10	4303	525		1.48	3.68
MR-4-08-2120	% Out of Service > 24 Hours - Res.	25.32	16.75	19429	209		3.02	2.83
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2100	% Repeat Reports within 30 Days	18.64	16.48	31422	916		1.31	1.65
<b>MR-2 - Trouble Report Rate</b>								
MR-2-02-2341	Network Trouble Report Rate - Loop	0.20	0.09	61443	2596		0.09	-5.55
MR-2-03-2341	Network Trouble Report Rate - Central Office	0.12	0.15	61443	2596		0.07	
MR-2-04-2341	% Subsequent Reports		15.38		26			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate		2.47		2596			
<b>MR-3 - Missed Repair Appointments</b>								
MR-3-01-2341	% Missed Repair Appointment - Loop	33.61	44.44	122	18		11.93	
MR-3-02-2341	% Missed Repair Appointment - Central Office	32.89	0.00	76	4		24.10	
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment		28.13		64			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2341	Mean Time To Repair - Total	28.23	25.54	198	22	41.29	9.28	0.29
MR-4-02-2341	Mean Time To Repair - Loop Trouble	30.55	28.51	122	18	42.51	10.73	0.19
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	24.50	12.18	76	4	39.24	20.13	0.61
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	65.66	68.18	198	22		10.67	
MR-4-07-2341	% Out of Service > 12 Hours	45.12	66.67	82	6		21.05	
MR-4-08-2341	% Out of Service > 24 Hours	28.05	50.00	82	6		19.00	
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2341	% Repeat reports within 30 Days	16.16	13.64	198	22		8.27	
<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-2200	Network Trouble Report Rate	0.21	0.12	454859	38979		0.02	3.71
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate		0.24		38979			
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-2216	Mean Time To Repair - Total - Non DS0 & DS0	6.42	8.53	722	34	7.64	1.27	-1.68
MR-4-01-2217	Mean Time To Repair - Total - DS1 & DS3	6.38	7.38	219	6	5.88	2.15	-0.46
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	97.23	89.47	722	38		2.73	
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	97.26	100.00	219	6		5.88	
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	53.65	75.78	699	33		8.88	-2.49
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	59.53	66.67	215	6		20.32	
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	2.86	12.12	699	33		2.97	
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	2.79	0.00	215	6		6.82	
<b>MR-5 - Repeat Trouble Reports</b>								
MR-5-01-2200	% Repeat Reports within 30 Days	17.96	17.39	941	46		5.80	0.10
Legend Notations defined on Legend sheet - last page								

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts February 2002**

**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate	CLEC Aggregate
<b>PO-3 - Contact Center Availability</b>				
PO-3-02-3000	% Answered within 30 Seconds - Ordering*	90% within 30 Seconds	81.26	24801
PO-3-04-3000	% Answered within 30 Seconds - Repair*	90% within 30 Seconds	82.98	91716
<b>OR-8 - Acknowledgement Timeliness</b>				
OR-8-01-3000	% Acknowledgements on Time	95% within 2 Hours	100.00	26426
<b>OR-9 - Order Acknowledgement Completeness</b>				
OR-9-01-3000	% Acknowledgement Completeness	99%	100.00	26426
<b>OR-10 - PON Notifier Exception Resolution Timeliness</b>				
OR-10-01-3000	% of PON Exceptions Resolved Within Three (3) Business Days	95% within 3 Business Days	UD	
OR-10-02-3000	% of PON Exceptions Resolved Within Ten (10) Business Days	99% within 10 Business Days	UD	
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-02-3143	% On Time LSRC - Flow Through	95% within 2 Hours	99.92	2377
OR-1-04-3143	% On Time LSRC No Facility Check	95% within 24 Hours	98.49	454
OR-1-06-3143	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	109
<b>OR-2 - Reject Timeliness</b>				
OR-2-02-3143	% On Time LSR Reject - Flow Through	95% within 2 Hours	99.89	935
OR-2-04-3143	% On Time LSR Reject No Facility Check	95% within 24 Hours	99.15	357
OR-2-06-3143	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	97
<b>OR-6 - Order Accuracy</b>				
OR-6-01-3143	% Accuracy - Orders*	95% orders without errors not more than 5%	UR	
OR-6-03-3143	% Accuracy - LSRC		0.00	659
<b>OR-7 - Order Completeness</b>				
OR-7-01-3143	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.88	4146
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-02-3331	% On Time LSRC - Flow Through	95% within 2 Hours	99.81	12284
OR-1-04-3331	% On Time LSRC No Facility Check	95% within 24 Hours	99.13	3450
OR-1-06-3331	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	98.83	855
<b>OR-2 - Reject Timeliness</b>				
OR-2-02-3331	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	1950
OR-2-04-3331	% On Time LSR Reject No Facility Check	95% within 24 Hours	99.88	806
OR-2-06-3331	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	305
<b>OR-6 - Order Accuracy</b>				
OR-6-01-3331	% Accuracy - Orders*	95% orders without errors not more than 5%	98.21	335
OR-6-03-3331	% Accuracy - LSRC		0.38	6180
<b>OR-7 - Order Completeness</b>				
OR-7-01-3331	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.80	19114
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-1-04-3341	% On Time LSRC No Facility Check	95% within 72 Hours	100.00	207
OR-1-06-3341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>				
OR-2-04-3341	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	85
OR-2-06-3341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-1-04-3342	% On Time LSRC No Facility Check	95% within 72 Hours	100.00	139
OR-1-06-3342	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>				
OR-2-04-3342	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	54
OR-2-06-3342	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-1-04-3340	% On Time LSRC No Facility Check	95% within 72 Hours	100.00	32
OR-1-06-3340	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA	
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>				
OR-2-04-3340	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	4
OR-2-06-3340	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	NA	

continued

**Carrier to Carrier  
Performance Standards and Reports  
Verizon Massachusetts February 2002**

**CLEC Aggregate Performance  
ORDERING - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate	CLEC Aggregate
<b>OR-3 - Percent Rejects</b>				
OR-3-01-3000	% Rejects (ASRs + LSRs)	No Standard	19.11	25009
OR-3-02-3000	% Resubmission Not Rejected	95%	NA	
<b>OR-4 - Timeliness of Completion Notification</b>				
OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent	0 25%	UD	
OR-4-16-3000	% Provisioning Completion Notices sent within one (1) Business Day	95%	UD	
OR-4-17-3000	% Billing Completion Notices sent within two (2) Business Days	95%	UD	
<b>OR-5 - Percent Flow-Through</b>				
OR-5-01-3000	% Flow Through - Total	No Standard Developed	74.25	20554
OR-5-03-3000	% Flow Through Achieved	95%	96.01	15896
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>				
OR-1-04-3210	% On Time LSRC No Facility Check D50	95% within 48 Hours	NA	
OR-1-06-3210	% On Time LSRC/ASRC Facility Check D50	95% within 72 Hours	NA	
OR-1-06-3211	% On Time LSRC/ASRC Facility Check D51	95% within 72 Hours	88.42	259
OR-1-06-3213	% On Time LSRC/ASRC Facility Check D53	95% within 72 Hours	93.75	16
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non D50, Non D51, & Non D53)	95% within 72 Hours	100.00	1
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>				
OR-2-04-3200	% On Time LSR Reject No Facility Check	95% within 48 Hours	100.00	1
OR-2-06-3200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	92.77	83
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-08-3210	% On Time ASRC No Facility Check D50	95% within 72 Hours	NA	
OR-1-10-3211	% On Time ASRC Facility Check D51	95% within 96 Hours	100.00	1
OR-1-10-3213	% On Time ASRC Facility Check D53	95% within 96 Hours	100.00	1
OR-1-10-3214	% On Time ASRC Facility Check (Non D50, Non D51, & Non D53)	95% within 96 Hours	NA	
<b>OR-2 - Reject Timeliness</b>				
OR-2-08-3200	% On Time ASR Reject No Facility Check	95% within 72 Hours	NA	
OR-2-10-3200	% On Time ASR Reject Facility Check	95% within 96 Hours	NA	
Legend Notations defined on Legend sheet - last page				

**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Massachusetts February 2002

**CLEC Aggregate Performance**  
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
PR-1 - Average Interval Offered									
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Party with Retail	2.50	4.83	9809	35	1.58	0.27	-8.71
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Party with Retail	2.50	3.02	9809	61	1.58	0.18	-2.95
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Party with Retail	2.54	6.13	48	8	1.61	0.81	-5.84
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Party with Retail	2.54	5.33	48	3	1.61	0.96	-2.91
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Party with Retail	3.90	4.33	20	3	6.66	4.12	-0.10
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Party with Retail	3.90	12.50	20	2	6.66	4.94	-1.74
PR-3 - Completed within X Days									
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	Party with Retail	86.84	82.03	101451	395		1.54	-4.95
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	Party with Retail	80.67	33.33	8579	24		8.07	-5.86
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	Party with Retail	80.67	66.25	8579	63		4.99	-2.49
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop	95%		99.55		223			
PR-3-08-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	Party with Retail	97.69	83.33	8579	24		3.07	
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform	Party with Retail	97.69	96.83	8579	63		1.90	
PR-4 - Missed Appointments									
PR-4-02-3100	Average Delay Days - Total	Party with Retail	2.85	1.70	1062	10	3.61	1.15	0.13
PR-4-03-3100	% Missed Appt. - Customer	No Standard		4.31					
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	Party with Retail	4.93	0.40	21256	253		1.37	
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	Party with Retail	4.93	4.27	21256	211		1.50	0.44
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	Party with Retail	0.01	0.00	172097	1580		0.03	
PR-5 - Facility Missed Orders									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop	Party with Retail	2.84	0.40	21256	253		1.05	
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Party with Retail	2.84	3.78	21256	211		1.15	-0.83
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Party with Retail	0.05	0.00	21256	253		0.14	
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Party with Retail	0.05	0.00	21256	211		0.15	
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop	No Standard		0.00		291			
PR-6 - Installation Quality									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Party with Retail for Found Troubles	2.89	1.84	175957	4304		0.26	4.09
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Party with Retail for Found Troubles	2.89	1.35	175957	4285		0.26	5.94
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		0.40		3035			
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	None: Analysis Only		2.09		4304			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform	None: Analysis Only		0.91		4285			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	Party with Retail	0.00	0.00	193353	2112			0
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	193353	2112			0
PR-9 - Hot Cuts Loops									
PR-9-01-3520	% On Time Performance - Hot Cut	95% Completed Within Window		99.67		604			
PR-9-06-3520	Average Duration of Service Interruption	No Standard		15.90		9			
PR-1 - Average Interval Offered									
PR-1-12-3133	Av. Interval Offered - Disconnects	Party with Retail	3.89	4.26	50217	2166	6.17	0.18	-3.35
PR-1 - Average Interval Offered									
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	Party with Retail	1.40	5.50	343	2	1.87	1.18	-3.46
PR-1-02-3341	Av. Interval Offered - Total Dispatch	Party with Retail	2.87	5.90	219	48	2.02	0.32	-9.10
PR-4 - Missed Appointments									
PR-4-02-3341	Average Delay Days - Total	Party with Retail	3.45	2.00	38	1	3.06	3.10	0.47
PR-4-03-3341	% Missed Appointment - Customer	No Standard		4.55					
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	Party with Retail	9.04	0.00	332	84		3.50	
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	Party with Retail	0.00	0.00	236	2			0
PR-4-06-3341	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.00		88			
PR-5 - Facility Missed Orders									
PR-5-01-3341	% Missed Appointment - Verizon Facilities	Party with Retail	2.33	1.16	344	86		1.82	
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Party with Retail	0.29	0.00	344	86		0.85	
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.00		111			
PR-6 - Installation Quality									
PR-6-01-3341	% Install. Troubles Reported within 30 Days	Party with Retail Pole Dip	5.43	7.87	26837	89		2.41	-1.01
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None: Analysis Only		15.73		89			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	Party with Retail	0.00	0.00	580	88			0
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	580	88			0
PR-1 - Average Interval Offered									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	(No Standard)		5.33		3			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	See Published Interval		5.98		242			
PR-3 - Completed within X Days									
PR-3-10-3342	% Completed in 5 Days (1-5 Lines - Total)	95%		100.00		182			
PR-4 - Missed Appointments									
PR-4-02-3342	Average Delay Days - Total	Party with Retail Speciles (DSO)	4.57	2.50	7	6	2.64	1.47	1.41
PR-4-03-3342	% Missed Appointment - Customer	No Standard		6.29					
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.25		401			
PR-4-06-3342	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.00		410			
PR-4-14-3342	% Completed On Time (with Serial Number)	95%		97.15		386			
PR-5 - Facility Missed Orders									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Party with VADI	0.40	1.23	744	407		0.39	
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Party with VADI	0.00	0.00	744	407			0
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.24		414			
PR-6 - Installation Quality									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Party with Retail Pole Dip	5.43	6.00	26837	417		1.12	-0.51
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None: Analysis Only		7.67		417			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Party with Retail	0.00	0.00	180	410			0
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	180	410			0

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**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
PR-1-01-3343	<b>PR-1 - Average Interval Offered</b>								
PR-1-02-3343	Av. Interval Offered - Total No Dispatch	Parity with VADI	2.93	2.90	8389	135	0.43	0.04	0.80
	Av. Interval Offered - Total Dispatch	Parity with VADI	3.00	3.00	503	13	0.09	0.03	0
PR-3-03-3343	<b>PR-3 - Completed within X Days</b>								
PR-3-03-3343	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.91	100.00	8037	117		0.28	
	% Completed in 3 Days (1-5 Lines - No Dispatch)	95% within 3 Business Days		100.00		117			
PR-4-02-3343	<b>PR-4 - Missed Appointments</b>								
PR-4-03-3343	Average Delay Days - Total	Parity with VADI	2.20	3.00	25	1	1.80	1.84	-0.44
PR-4-04-3343	% Missed Appointment - Customer	No Standard		2.88					
PR-4-05-3343	% Missed Appointment - Verizon - Dispatch	Parity with VADI	1.49	4.76	740	21			
	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	0.10	0.00	11317	153		0.26	
PR-5-01-3343	<b>PR-5 - Facility Missed Orders</b>								
PR-5-02-3343	% Missed Appointment - Verizon Facilities	Parity with VADI	0.40	0.00	744	22		1.37	
	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	0.00	744	22			0
PR-6-01-3343	<b>PR-6 - Installation Quality</b>								
PR-6-03-3343	% Install. Troubles Reported within 30 Days	Parity with VADI	0.51	0.57	12069	175		0.54	
	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None. Analysis Only		6.29		175			
PR-8-01-3343	<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-02-3343	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	0.00	12061	175			0
	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	0.00	12061	175			0
PR-1-01-3345	<b>PR-1 - Average Interval Offered</b>								
PR-1-02-3345	Av. Interval Offered - Total No Dispatch	Parity with VADI	2.93	NA	8389		0.43		
	Av. Interval Offered - Total Dispatch	Parity with VADI	3.00	NA	503		0.09		
PR-3-03-3345	<b>PR-3 - Completed within X Days</b>								
PR-3-03-3345	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with VADI	99.91	NA	8037				
	% Completed in 3 Days (1-5 Lines - No Dispatch)	95% within 3 Business Days		NA					
PR-4-02-3345	<b>PR-4 - Missed Appointments</b>								
PR-4-03-3345	Average Delay Days - Total	Parity with VADI	2.20	NA	25		1.80		
PR-4-04-3345	% Missed Appointment - Customer	No Standard		NA					
PR-4-05-3345	% Missed Appointment - Verizon - Dispatch	Parity with VADI	1.49	NA	740				
	% Missed Appointment - Verizon - No Dispatch	Parity with VADI	0.10	NA	11317				
PR-5-01-3345	<b>PR-5 - Facility Missed Orders</b>								
PR-5-02-3345	% Missed Appointment - Verizon Facilities	Parity with VADI	0.40	NA	744				
	% Orders Held for Facilities > 15 Days	Parity with VADI	0.00	NA	744				
PR-6-01-3345	<b>PR-6 - Installation Quality</b>								
PR-6-03-3345	% Install. Troubles Reported within 30 Days	Parity with VADI	0.51	NA	12069				
	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None. Analysis Only		NA					
PR-8-01-3345	<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-02-3345	Open Orders in a Hold Status > 30 Days	Parity with VADI	0.00	NA	12061				
	Open Orders in a Hold Status > 90 Days	Parity with VADI	0.00	NA	12061				
PR-1-06-3200	<b>PR-1 - Average Interval Offered</b>								
PR-1-07-3200	Av. Interval Offered - DS0	Parity with Retail	9.95	NA	172		4.81		
PR-1-08-3200	Av. Interval Offered - DS1	Parity with Retail	19.30	14.88	170	91	11.42	1.48	0.98
PR-1-09-3511	Av. Interval Offered - DS3	Parity with Retail	35.14	NA	7		32.74		
PR-1-09-3512	Av. Interval Offered - Total - EEL - Backbone	EEL Legend		NA					
PR-1-09-3530	Av. Interval Offered - Total - EEL - Loop	EEL Legend		20.50		52			
PR-1-12-3200	Av. Interval Offered - Total - IOF	IOF Legend		13.47		15			
	Av. Interval Offered - Disconnects	Parity with Retail	11.59	5.73	2539	83	20.08	2.56	2.28
PR-4-01-3510	<b>PR-4 - Missed Appointments</b>								
PR-4-01-3530	% Missed Appointment - Verizon - Total - EEL	Parity with Retail	7.18	0.00	153	29		5.23	
PR-4-01-3210	% Missed Appointment - Verizon - Total - IOF	Parity with Retail	80.00	0.00	5	13		25.78	
PR-4-01-3211	% Missed Appointment - Verizon - DS0	Parity with Retail	3.89	NA	180				
PR-4-01-3212	% Missed Appointment - Verizon - DS1	Parity with Retail	7.19	6.73	153	104		3.28	0.14
PR-4-01-3213	% Missed Appointment - Verizon - DS3	Parity with Retail	60.00	NA	5				
PR-4-01-3214	% Missed Appointment - Verizon - Special Other	Parity with Retail	0.00	0.00	41	2			0
PR-4-02-3200	Average Delay Days - Total - EEL	Parity with Retail	7.71	27.71	21	7	8.30	3.62	-5.52
PR-4-02-3510	Average Delay Days - Total - IOF	Parity with Retail	5.55	NA	11		6.41		
PR-4-03-3200	% Missed Appointment - Customer	No Standard	23.00	NA	3		7.21		
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard		41.18					
PR-4-08-3200	% Missed Appt. - Customer - Late Order Conf.	No Standard		51.72		148			
PR-5-01-3200	<b>PR-5 - Facility Missed Orders</b>								
PR-5-02-3200	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.00	0.72	321	138			
PR-5-04-3200	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.72	321	138			
	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.00		147			
PR-6-01-3200	<b>PR-6 - Installation Quality</b>								
PR-6-03-3200	% Install. Troubles reported within 30 Days	Parity with Retail for Found Troubles	2.76	8.78	1520	148		1.41	-4.27
	% Inst. Troubles reported w/in 30 Days - FOK/TOK/CPE	None. Analysis Only		0.00		148			
PR-8-01-3200	<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-3510	Open Orders in a Hold Status > 30 Days - EEL	Parity with Retail	0.28	0.00	379	106		0.56	
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	Parity with Retail Specials (DS1)	0.00	0.00	153	29			0
PR-8-02-3200	Open Orders in a Hold Status > 90 Days - EEL	Parity with Retail Specials (DS3)	20.00	0.00	5	13		21.05	
PR-8-02-3510	Open Orders in a Hold Status > 90 Days - IOF	Parity with Retail	0.00	0.00	379	106			0
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	Parity with Retail Specials (DS1)	0.00	0.00	153	29			0
		Parity with Retail Specials (DS3)	0.00	0.00	5	13			0

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**CLEC Aggregate Performance  
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Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
MR-2-02-3550 MR-2-03-3550 MR-2-04-3550 MR-2-05-3550	<b>MR-2 - Trouble Report Rate</b> Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Parity with Retail Parity with Retail Assessed UCAW MRAs None: Analyze Only	0.76	0.42	3751654	106963		0.03	12.41
			0.08	0.04	3751654	106963		0.01	4.80
				46.71		827			
				0.39		106963			
MR-3-01-3550 MR-3-02-3550 MR-3-03-3550	<b>MR-3 - Missed Repair Appointments</b> % Missed Repair Appointment - Loop % Missed Repair Appointment - Central Office % CPE/TOK/FOK - Missed Appointment	Parity with Retail Parity with Retail No Standard	9.22	2.42	28447	454		1.37	4.97
			8.34	12.50	2975	40		4.40	
				4.83		414			
MR-4-01-3550 MR-4-02-3550 MR-4-03-3550 MR-4-04-3550 MR-4-07-3550 MR-4-08-3550	<b>MR-4 - Trouble Duration Intervals</b> Mean Time To Repair - Total Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail	18.04	13.48	31422	494	19.26	0.87	5.22
			18.97	13.84	28447	454	19.52	0.92	5.55
			8.17	9.39	2975	40	13.74	2.19	-0.10
			77.03	87.85	31422	494		1.91	5.67
			57.20	48.08	23841	339		2.71	3.37
			22.85	12.09	23841	339		2.30	4.69
MR-5-01-3550	<b>MR-5 - Repeat Trouble Reports</b> % Repeat Reports within 30 Days	Parity with Retail	18.84	15.38	31422	494		1.77	1.85
MR-2-02-3140 MR-2-03-3140 MR-2-04-3140 MR-2-05-3140	<b>MR-2 - Trouble Report Rate</b> Network Trouble Report Rate - Platform Network Trouble Report Rate - Central Office % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Parity with Retail Parity with Retail Assessed UCAW MRAs None: Analyze Only	0.76	0.73	3751654	32590		0.05	0.58
			0.08	0.13	3751654	32590		0.02	-3.17
				8.89		301			
				0.61		32590			
MR-3-01-3144 MR-3-01-3145 MR-3-02-3144 MR-3-02-3145 MR-3-03-3140	<b>MR-3 - Missed Repair Appointments</b> % Missed Repair Appointment - Platform Bus. % Missed Repair Appointment - Platform Res. % Missed Repair Appointment - Central Office Bus. % Missed Repair Appointment - Central Office Res. % CPE/TOK/FOK - Missed Appointment - Platform	Parity with Retail Parity with Retail Parity with Retail Parity with Retail No Standard	12.78	12.21	4814	172		2.59	0.22
			8.51	7.36	23524	66		3.44	
			12.28	2.83	847	38		5.44	
			6.79	0.00	2120	4		12.59	
				6.50		200			
MR-4-01-3140 MR-4-02-3144 MR-4-02-3145 MR-4-03-3144 MR-4-03-3145 MR-4-04-3140 MR-4-08-3140 MR-4-07-3140 MR-4-08-3144 MR-4-08-3145	<b>MR-4 - Trouble Duration Intervals</b> Mean Time To Repair - Total Mean Time To Repair - Loop Trouble - Platform - Bus. Mean Time To Repair - Loop Trouble - Platform - Res. Mean Time To Repair - Central Office Trouble - Bus. Mean Time To Repair - Central Office Trouble - Res. % Cleared (all troubles) within 24 Hours % Out of Service > 4 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours - Bus. % Out of Service > 24 Hours - Res.	Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail	18.04	12.09	31422	280	19.26	1.16	5.15
			12.05	11.20	4814	172	19.04	1.48	0.58
			20.36	18.05	23524	66	19.29	2.38	0.97
			8.00	8.05	847	38	13.64	2.26	0.88
			9.81	9.48	2120	4	13.71	6.86	0.02
			77.03	90.36	31422	280		2.52	5.28
			77.20	64.85	23841	198		2.98	4.19
			57.20	41.82	23841	198		3.53	4.33
			11.53	6.90	4303	145		2.70	1.72
			25.32	16.98	19429	53		5.98	1.39
MR-5-01-3140	<b>MR-5 - Repeat Trouble Reports</b> % Repeat Reports within 30 Days	Parity with Retail	18.84	18.87	31422	280		2.34	0.03
MR-2-02-3341 MR-2-03-3341 MR-2-04-3341 MR-2-05-3341	<b>MR-2 - Trouble Report Rate</b> Network Trouble Report Rate - Loop Network Trouble Report Rate - Central Office % Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	Parity with Retail Parity with Retail Assessed UCAW MRAs None: Analyze Only	0.75	0.85	3813097	3874		0.14	-0.74
			0.06	0.13	3813097	3874		0.05	
				11.83		43			
				1.21		3874			
MR-3-01-3341 MR-3-02-3341 MR-3-03-3341	<b>MR-3 - Missed Repair Appointments</b> % Missed Repair Appointment - Loop % Missed Repair Appointment - Central Office % CPE/TOK/FOK - Missed Appointment	Parity with Retail Parity with Retail No Standard	9.32	12.12	28569	33		5.08	
			8.95	0.00	3051	5		12.78	
				0.00		47			
MR-4-01-3341 MR-4-02-3341 MR-4-03-3341 MR-4-04-3341 MR-4-07-3341 MR-4-08-3341	<b>MR-4 - Trouble Duration Intervals</b> Mean Time To Repair - Total Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble % Cleared (all troubles) within 24 Hours % Out of Service > 12 Hours % Out of Service > 24 Hours	Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail Parity with Retail	18.11	15.54	31620	38	19.50	3.18	0.81
			19.02	17.30	28569	33	19.69	3.43	0.50
			9.55	3.89	3051	5	15.06	6.75	0.82
			76.96	78.95	31620	38		6.84	0.29
			57.16	54.84	23623	31		8.89	0.26
			22.87	25.81	23623	31		7.55	-0.39
MR-5-01-3341	<b>MR-5 - Repeat Trouble Reports</b> % Repeat Reports within 30 Days	Parity with Retail	18.82	21.05	31620	38		6.32	-0.38

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**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES**

Metric #	Standard	Actual Performance	Number of Observations	Standard Deviation	Sampling Error	Z-Score
		Vz CLEC Aggregate	Vz AR CLECs			
<b>MR-2 - Trouble Report Rate</b>						
MR-2-02-3342	Network Trouble Report Rate - Loop	0.75	3813097	14142	0.07	2.92
MR-2-03-3342	Network Trouble Report Rate - Central Office	0.08	3813097	14142	0.02	
MR-2-04-3342	% Subsequent Reports	13.82	123			
MR-2-05-3342	% CPE/TOK/POK Trouble Report Rate	0.85	14142			
	Parity with Retail					
	Assessed ICAW MRAs					
	None: Analysis Only					
<b>MR-3 - Missed Repair Appointments</b>						
MR-3-01-3342	% Missed Repair Appointment - Loop	9.32	28569	92	3.04	
MR-3-02-3342	% Missed Repair Appointment - Central Office	8.95	3051	14	7.65	
MR-3-03-3342	% CPE/TOK/POK - Missed Appointment	1.09	92			
	Parity with Retail					
	Parity with Retail					
	No Standard					
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-02-3342	Mean Time To Repair - Loop Trouble	19.02	28569	92	19.89	2.06
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	9.85	3051	14	15.09	4.04
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	76.96	31620	106	4.10	2.63
MR-4-07-3342	% Out of Service > 12 Hours	57.16	23923	87	5.31	4.48
MR-4-08-3342	% Out of Service > 24 Hours	22.87	23923	87	4.51	1.76
	Parity with Retail					
	Parity with Retail					
	Parity with Retail					
	Parity with Retail					
	Parity with Retail					
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3342	% Repeat Reports within 30 Days	18.82	31620	106	3.79	1.18
	Parity with Retail					
<b>MR-2 - Trouble Report Rate</b>						
MR-2-02-3343	Network Trouble Report Rate - Loop	0.15	119883	2714	0.07	
MR-2-03-3343	Network Trouble Report Rate - Central Office	0.04	119883	2714	0.04	
MR-2-04-3343	% Subsequent Reports	25.00	8			
MR-2-05-3343	% CPE/TOK/POK Trouble Report Rate	0.77	2714			
	Parity with VADI					
	Parity with VADI					
	Assessed ICAW MRAs					
	None: Analysis Only					
<b>MR-3 - Missed Repair Appointments</b>						
MR-3-01-3343	% Missed Repair Appointment - Loop	22.51	191	2	29.86	
MR-3-02-3343	% Missed Repair Appointment - Central Office	8.25	97	4	14.04	
MR-3-03-3343	% CPE/TOK/POK - Missed Appointment	9.52	21			
	Parity with VADI					
	Parity with VADI					
	No Standard					
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-02-3343	Mean Time To Repair - Loop Trouble	24.49	191	2	18.48	13.14
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	11.38	97	4	15.14	7.72
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	70.49	288	6	16.81	19.81
MR-4-07-3343	% Out of Service > 12 Hours	63.96	283	6	19.81	18.72
MR-4-08-3343	% Out of Service > 24 Hours	28.98	283	6	18.72	
	Parity with VADI					
	Parity with VADI					
	Parity with VADI					
	Parity with VADI					
	Parity with VADI					
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3343	% Repeat Reports within 30 Days	55.56	288	6	20.50	
	Parity with VADI					
<b>MR-2 - Trouble Report Rate</b>						
MR-2-02-3345	Network Trouble Report Rate - Loop	0.15	119883			
MR-2-03-3345	Network Trouble Report Rate - Central Office	0.04	119883			
MR-2-04-3345	% Subsequent Reports	NA				
MR-2-05-3345	% CPE/TOK/POK Trouble Report Rate	NA				
	Parity with VADI					
	Parity with VADI					
	Assessed ICAW MRAs					
	None: Analysis Only					
<b>MR-3 - Missed Repair Appointments</b>						
MR-3-01-3345	% Missed Repair Appointment - Loop	22.51	191			
MR-3-02-3345	% Missed Repair Appointment - Central Office	8.25	97			
MR-3-03-3345	% CPE/TOK/POK - Missed Appointment	NA				
	Parity with VADI					
	Parity with VADI					
	No Standard					
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-02-3345	Mean Time To Repair - Loop Trouble	24.49	191		18.48	
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	11.38	97		15.14	
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	70.49	288			
MR-4-07-3345	% Out of Service > 12 Hours	63.96	283			
MR-4-08-3345	% Out of Service > 24 Hours	28.98	283			
	Parity with VADI					
	Parity with VADI					
	Parity with VADI					
	Parity with VADI					
	Parity with VADI					
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3345	% Repeat Reports within 30 Days	55.56	288			
	Parity with VADI					
<b>MR-2 - Trouble Report Rate</b>						
MR-2-01-3200	Network Trouble Report Rate	0.21	454659	3883	0.07	-14.41
MR-2-05-3200	% CPE/TOK/POK Trouble Report Rate	1.85	3883			
	Parity with Retail					
	None: Analysis Only					
<b>MR-4 - Trouble Duration Intervals</b>						
MR-4-01-3216	Mean Time To Repair - Total - Non DS0 & DS0	6.42	722		7.84	
MR-4-01-3217	Mean Time To Repair - Total - DS1 & DS3	6.38	219	49	5.96	0.95
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	97.23	722			
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	97.26	219	49	2.58	
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0	53.85	699			
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3	59.53	215	40	8.45	0.54
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0	2.86	699			
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3	2.79	215	40	2.84	
	Parity with Retail					
	Parity with Retail					
	Parity with Retail					
	Parity with Retail					
	Parity with Retail					
<b>MR-5 - Repeat Trouble Reports</b>						
MR-5-01-3200	% Repeat Reports within 30 Days	17.98	941	49	5.62	0.85
	Parity with Retail					

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**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Massachusetts February 2002

**CLEC Aggregate Performance**  
**TRUNKS**

Metric #	Standard	Actual Performance	Aggregate Interconnection	Number of Observations					
OR-1 - Order Confirmation Timeliness									
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)	95% on time 10 Business Days	100.00	6					
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process	88.89	36					
OR-1-13-5020	% On Time Design Layout Record (DLR)	95% on time 10 Business Days	100.00	31					
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)	95% on time 10 Business Days	100.00	6					
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)	Negotiated Process	100.00	1					
OR-2 - Reject Timeliness									
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time 10 Business Days	100.00	2					
PR-1 - Average Interval Offered									
PR-1-09-5020	Avg. Interval Offered - Total (<= 192 Forecasted Trunks)	Party with IXC / FGD	23.88	15.20	7	5	18.30	9.54	0.91
PR-1-09-5030	Avg. Interval Offered - Total (> 192 & Unforecasted Trunks)	Party with IXC / FGD	17.75	17.18	6	11	6.11	2.84	0.20
PR-4 - Missed Appointment									
PR-4-01-5000	% Missed Appointment - Verizon - Total	Party with IXC / FGD	0.00	0.00	2764	7235			0
PR-4-02-5000	Average Delay Days - Total	Party with IXC / FGD	NA	NA					
PR-4-03-5000	% Missed Appointment - Customer	None. Analysis Only		19.32					
PR-4-07-3540	% On Time Performance - LNP Only	95% on Time		99.82		3810			
PR-5 - Facility Missed Orders									
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Party with IXC / FGD	0.00	0.00	2764	1561			0
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Party with IXC / FGD	0.00	0.00	2764	1561			0
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Party with IXC / FGD	0.00	0.00	2764	1561			0
PR-6 - Installation Quality									
PR-6-01-5000	% Installation Troubles reported within 30 Days	Party with IXC / FGD	0.00	0.00	2764	7235			0
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None. Analysis Only		0.00		7235			
PR-8 - Open Orders in a Hold Status									
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	Party with IXC / FGD	0.00	0.00	2764	7235			0
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	Party with IXC / FGD	0.00	0.00	2764	7235			0
MR-2 - Trouble Report Rate									
MR-2-01-5000	Network Trouble Report Rate	Party with IXC / FGD	0.01	0.00	266523	428148		0.00	1.52
MR-4 - Trouble Duration Intervals									
MR-4-01-5000	Mean Time To Repair - Total	Party with IXC / FGD	1.34	1.17	15	12	1.11	0.43	0.40
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Party with IXC / FGD	100.00	100.00	15	12			0
MR-4-05-5000	% Out of Service > 2 Hours	Party with IXC / FGD	6.67	0.00	15	12		9.66	
MR-4-06-5000	% Out of Service > 4 Hours	Party with IXC / FGD	6.67	0.00	15	12		9.66	
MR-4-07-5000	% Out of Service > 12 Hours	Party with IXC / FGD	0.00	0.00	15	12			0
MR-4-08-5000	% Out of Service > 24 Hours	Party with IXC / FGD	0.00	0.00	15	12			0
MR-5 - Repeat Trouble Report Rates									
MR-5-01-5000	% Repeat Reports within 30 Days	Party with IXC / FGD	6.67	0.00	15	12		9.66	
NP-1 - Percent Final Trunk Group Blockage									
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.65	0.00	308	354		0.63	
NP-1-02-5000	% FTG Exceeding Blocking Std. - (No Exceptions)	See Guidelines	0.65	1.41	308	354		0.63	
NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines		0		354			
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines		0		354			
NP-2 - Collocation Performance - New									
NP-2-01-6701	% On Time Response to Request for Physical Collocation	95% on time	100.00			6			
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	95% on time	NA						
NP-2-03-6701	Average Interval - Physical Collocation	No standard	76.00						
NP-2-04-6701	Average Interval - Virtual Collocation	No standard	103.00						
NP-2-05-6701	% On Time - Physical Collocation	95% on time	100.00			2			
NP-2-06-6701	% On Time - Virtual Collocation	95% on time	100.00			1			
NP-2-07-6701	Average Delay Days - Physical Collocation	No standard	NA						
NP-2-08-6701	Average Delay Days - Virtual Collocation	No standard	NA						
NP-2 - Collocation Performance - Augment									
NP-2-01-6702	% On Time Response to Request for Physical Collocation	95% on time	100.00			14			
NP-2-02-6702	% On Time Response to Request for Virtual Collocation	95% on time	NA						
NP-2-03-6702	Average Interval - Physical Collocation - 78 Days	No standard	64.70						
NP-2-03-6712	Average Interval - Physical Collocation - 45 Days	No standard	49.00						
NP-2-04-6702	% On Time - Physical Collocation - 78 Days	95% on time	100.00			10			
NP-2-05-6712	% On Time - Physical Collocation - 45 Days	95% on time	100.00			1			
NP-2-06-6702	% On Time - Virtual Collocation	95% on time	100.00			1			
NP-2-07-6702	Average Delay Days - Physical Collocation	No standard	NA						
NP-2-08-6702	Average Delay Days - Virtual Collocation	No standard	NA						

Legend Notations defined on Legend sheet - last page



**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts February 2002**

**LEGEND**

\* = Verizon North (CT, MA, ME, NH, NY, RI, VT)  
 \*\* = Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and DC)  
 \*\*\* = MA only  
 \*\*\*\* = Verizon NE (MA, ME, NH, RI, VT)  
 \*\*\*\*\* = NY and CT  
 \*\*\*\*\* = NY and CT combined (CLEC result only)  
 1 = 80% for December 2001 and January 2002 data months  
   = 85% for February and March 2002 data months  
   = 90% for April and May 2002 data months  
   = 95% for June 2002 and forward data months  
 UD = Performance metric is under development  
 UR = Performance metric is under review  
 NA = No Activity  
 NEF = No Existing Functionality  
 TBD = Performance standard is to be determined  
 R3 = Run 3 times per year  
 I/C/W MRAs = Parity to be assessed in conjunction with missed appointments  
 1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
                                   10+ Loops, Negotiated  
 95% Completed Within Window = Standard for Cut-Over Window  
                                   1 to 9 lines: 1 hour  
                                   10 to 49 lines: 2 hours  
                                   50 to 99 lines: 3 hours  
                                   100 to 199 lines: 4 hours  
                                   200 plus lines: 8 hours  
 EEL = 1-9 Loops, 15 days  
           10+, Negotiated  
           No Facilities, ECCD+ 15 Days  
           Disconnects, 2 Days  
 IOF = Facilities Check, 72 Hours  
           Facilities Available (Quantity 1-8), 15 Days  
           Facilities Available (Quantity > 8), Negotiated  
           Facilities Not Available, Negotiated  
 Jeopardy = 100% at least 24 hours before due date with facilities  
           100% at least 48 hours before due date without facilities



March 27, 2002

Wholesale Customer:

Consistent with the newly approved Appendix K of the C2C guidelines, Verizon has implemented a Log Gamma macro on the monthly C2C reports to provide a result equivalent to that of permutation testing. The Log Gamma macro will evaluate the results for all counted metrics at both the aggregate and CLEC specific level. It will then determine if the sample sizes are small enough to qualify the metric for permutation testing. If the metric qualifies, then the Log Gamma macro will be applied to determine a Z score. Any Z score that is determined as a result of the Log Gamma test will be highlighted in yellow. In some instances, the Z score is listed as a positive five million, or a negative five million. This merely indicates that the result is an extremely large positive or negative number. A positive five million indicates that the metric has met the standard. A negative five million indicates that the metric has missed the standard.

**Bruce P. Beausejour**  
Vice President and General Counsel -- New England

185 Franklin Street, Room 1403  
Boston, MA 02110

Tel (617) 743-2445  
Fax (617) 737-0648  
bruce.p.beausejour@verizon.com

April 25, 2002

Mary L. Cottrell, Secretary  
Department of Telecommunications and Energy  
Commonwealth of Massachusetts  
One South Station, 2<sup>nd</sup> Fl.  
Boston, MA 02110

**Re: D.T.E. 99-271**

Dear Secretary Cottrell:

In accordance with the Department's January 14, 2000 Order in this matter, enclosed are copies of Verizon-Massachusetts' performance report for March 2002 using the Carrier-to-Carrier ("C2C") Guidelines.

Also enclosed are two industry letters. The first is a letter to Massachusetts Carriers regarding the availability of an 800 number to call with questions regarding Massachusetts Carrier-to-Carrier Performance Reports. The second is a letter regarding a website that will provide CLECs with the ability to access their Massachusetts C2C reports directly on-line.

Copies of carrier-specific C2C reports and data files are sent to carriers upon request to their Account Manager.

Thank you for your assistance to this matter.

Very truly yours,

Bruce P. Beausejour

Enclosure

cc: Michael Isenberg, Esquire, Director -- Telecommunications Division  
Tina Chin, Esquire, Hearing Officer  
Attached Service List



October 25, 2001

Dear Recipient of MA Carrier-to-Carrier Performance Reports:

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your Massachusetts Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-MA's Carrier-to-Carrier Performance Reports. The Help Line number is **800-959-9995**.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a help line coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

Escalation Level	Contact	Title	Contact Number
Level 1	Pamela Hunt	Manager	301-236-3894
Level 2	John Keenan	Director	617-743-6547
Level 3	Thomas Sautto	Executive Director	973-649-7025

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

John Keenan  
Director - Wholesale Performance Assurance



March 25, 2002

Massachusetts Wholesale Customer:

Aggregate and CLEC-specific Verizon Carrier-to-Carrier ("C2C") Reports and detailed data files are now available from a Verizon web site called WISE (Wholesale Internet Service Engine) Performance Measures. Instructions for obtaining access to WISE Performance Measures are enclosed in this letter. Verizon has designed the process to be user-friendly. It should take approximately 10 days to obtain a user-id, password, and digital certification. Additionally, the web site will contain links to a user guide that contains directions on how to use the system and documentation on the performance measures.

For those CLECs who already maintain WISE user-ids and passwords for reviewing FCC or State reports, these user-ids and passwords will allow you to review your reports without any additional updating.

For those CLECs who are requesting online access to these reports for the first time, reports will be available as soon as the user-id, password, and digital certificate process is completed. Beginning the following month, you will receive your monthly C2C reports as before and, in addition, you will have the opportunity to access and download your reports from the WISE web site as well.

Summary of Events

Action	Data Month	Available via WISE
- Obtain IDs for new users - Receive reports via Mail - Reports available via WISE	February 2002	March 25, 2002
- Receive reports via Mail - Reports available via WISE	March 2002	April 25, 2002
- Receive reports via Mail - Reports available via WISE	April 2002	May 25, 2002

If you have any question with this process, please contact Henry Lopez on (617) 743-3574 or via email [enrique.j.lopez@verizon.com](mailto:enrique.j.lopez@verizon.com)

Respectfully,

Jim MacDonald  
Director – Wholesale Performance Metrics

Attachment

Here's how to obtain access to the Web site:

Minimum software requirements for the Web Browser are Netscape Version 4.7 or Internet Explorer 5.0

- 1) Access the following URL: [www.verizon.com/wise](http://www.verizon.com/wise) This is the initial WISE page. From the pull-down menu, select the appropriate state. Please note that this is an initial step which is only required when requesting access to WISE for the first time.
- 2) From the OSS Internet Gateways pull-down menu, select CLEC Performance Measures.
- 3) Bookmark the CLEC Performance page, as it is the gateway for both the access requests and the reports.
- 4) On the CLEC Performance Measures page, select "**Where to Begin**". In the "**Where to Begin**" section, there are 3 Steps. These steps will take you through the access process.
- 5) **Step 1:** For "Type of user," select CLEC. You'll be routed to another screen entitled, "CLEC PERFORMANCE MEASURES ID/PASSWORD REQUEST FORM – CLECs." To ensure that only authorized employees of eligible CLECs have access to the measurement results, Verizon employs a user ID/password protection program. Complete this form and click on the "Submit" button at the bottom of the screen. Your new WISE login ID and password will be transmitted back to the e-mail address that you provide on this form.
- 6) **Step 2:** Request Digital Certificate. Return to the page bookmarked in 3) above. (URL entitled [http://128.11.40.241/perf\\_meas\\_uq/pmhomepage.htm](http://128.11.40.241/perf_meas_uq/pmhomepage.htm)) Under the "Where to Begin" section, click "Request or Renew your Digital Certificate." You'll be routed to a screen entitled, "How to Request Your Digital Certificate." Since you will access the performance measure results over the Internet, Verizon uses digital certificates as a security measure. Please follow the directions carefully and complete this form. Verizon Communications Security will notify you via e-mail when you can retrieve your digital certificate.
- 7) **Step 3:** Download your Digital Certificate. After you have been notified via e-mail by Verizon Communications Security that you can retrieve your digital certificate, again access the URL entitled that was book marked earlier ([http://128.11.40.241/perf\\_meas\\_uq/pmhomepage.htm](http://128.11.40.241/perf_meas_uq/pmhomepage.htm)) Under the "Where to Begin" section, click on "Download your Digital Certificate." You'll be routed to a screen entitled "How to Retrieve/Download A Digital Certificate." Please carefully follow the directions and download your digital certificate. After you have successfully completed this download, you're ready to access performance reports.
- 8) When you are ready to access performance reports, access the URL entitled that was book marked earlier ([http://128.11.40.241/perf\\_meas\\_uq/pmhomepage.htm](http://128.11.40.241/perf_meas_uq/pmhomepage.htm)) Near the bottom of the screen look, for a section entitled **\*\*\* PERFORMANCE MEASURES REPORTS & DOCUMENTATION \*\*\*** and click on the text in that box. You'll pass through some security screens (click on "Continue" on these screens) until you reach the main WISE login screen requesting your user ID and password. Type in the user ID and password [IN UPPERCASE] provided in Step 2, above, in order to view performance reports. Once successfully logged in, you will automatically be brought into the WISE Performance Measures screen where you can begin requesting your CLEC-specific report(s).

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts March 2002**

**CLEC Aggregate Performance**  
**OPERATION SUPPORT SYSTEM / BILLING**

Metric #		Standard	Actual Performance			
			Vz	CLEC	Difference	Observations
PO-1 - Response Time OSS Pre-Ordering Interface *						
PO-1-01-6020	Customer Service Record - EDI	Party plus <= 4 Seconds	1.32	3.08	1.76	1422
PO-1-01-6030	Customer Service Record - CORBA	Party plus <= 4 Seconds	1.32	1.32		1419
PO-1-01-6050	Customer Service Record - Web GUI	Party plus <= 7 Seconds	1.32	2.53	1.21	38196
PO-1-02-6020	Due Date Availability - EDI	Party plus <= 4 Seconds	0.07	2.27	2.20	18
PO-1-02-6030	Due Date Availability - CORBA	Party plus <= 4 Seconds	0.07	0.59	0.52	25
PO-1-02-6050	Due Date Availability - Web GUI	Party plus <= 7 Seconds	0.07	2.17	2.10	939
PO-1-03-6020	Address Validation - EDI	Party plus <= 4 Seconds	3.98	5.21	1.23	869
PO-1-03-6030	Address Validation - CORBA	Party plus <= 4 Seconds	3.98	2.74	-1.24	354
PO-1-03-6050	Address Validation - Web GUI	Party plus <= 7 Seconds	3.98	5.16	1.18	3869
PO-1-04-6020	Product & Service Availability - EDI	Party plus <= 10 Seconds	8.53	NA		
PO-1-04-6030	Product & Service Availability - CORBA	Party plus <= 10 Seconds	8.53	NA		
PO-1-04-6050	Product & Service Availability - Web GUI	Party plus <= 10 Seconds	8.53	6.28	-2.25	235
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Party plus <= 4 Seconds	4.77	7.68	2.91	20
PO-1-05-6030	Telephone Number Availability & Reservation - CORBA	Party plus <= 4 Seconds	4.77	4.46	-0.31	112
PO-1-05-6050	Telephone Number Availability & Reservation - Web GUI	Party plus <= 7 Seconds	4.77	5.99	1.22	1842
PO-1-06-6020	Average Response Time - Mechanized Loop Qualification - DSL - EDI	Party plus <= 4 Seconds	8.18	3.94	-4.24	617
PO-1-06-6030	Average Response Time - Mechanized Loop Qualification - DSL - CORBA	Party plus <= 4 Seconds	8.18	NA		
PO-1-06-6050	Average Response Time - Mechanized Loop Qualification - DSL - Web GUI	Party plus <= 7 Seconds	8.18	4.07	-4.11	1707
PO-1-07-6020	Rejected Query - EDI	Party plus <= 4 Seconds	0.04	2.30	2.26	5446
PO-1-07-6030	Rejected Query - CORBA	Party plus <= 4 Seconds	0.04	0.57	0.53	1409
PO-1-07-6050	Rejected Query - Web GUI	Party plus <= 7 Seconds	0.04	2.75	2.71	3437
PO-1-08-6020	% Timeouts - EDI	not > 33%		0.01		7029
PO-1-08-6030	% Timeouts - CORBA	not > 33%		0.00		2945
PO-1-08-6050	% Timeouts - Web GUI	not > 33%		0.08		66758
PO-1-09-6020	Passed CSR - EDI	Party plus <= 10 Seconds	1.32	1.87	0.55	2019
PO-1-09-6030	Passed CSR - CORBA	Party plus <= 10 Seconds	1.32	0.35	-0.97	102
*Retail data is obtained from ENVIEW, and the total number of observations is						
PO-2 - OSS Interface Availability						
PO-2-02-6020	OSS Interf. Avail. - Prime Time - EDI	>=99.5%	100.00			0.00
PO-2-02-6030	OSS Interf. Avail. - Prime Time - CORBA	>=99.5%	100.00			0.00
PO-2-02-6050	OSS Interf. Avail. - Prime Time - Electronic Bonding	>=99.5%	100.00			0.00
PO-2-02-6080	OSS Interf. Avail. - Prime Time - Maint./Web GUI/Pre-Order/Ordering WEB GUI	>=99.5%	99.69			1.45
PO-2-03-6020	OSS Interf. Avail. - Non-Prime - EDI	No Standard	99.20			4.40
PO-2-03-6030	OSS Interf. Avail. - Non-Prime - CORBA	No Standard	99.78			1.20
PO-2-03-6040	OSS Interf. Avail. - Non-Prime - Maint. Web GUI (RETAS)	No Standard	99.78			0.60
PO-2-03-6050	OSS Interf. Avail. - Non-Prime - Pre-order/Order WEB GUI	No Standard	99.78			0.60
PO-2-03-6080	OSS Interf. Avail. - Non-Prime - Electronic Bonding	No Standard	100.00			0.00
PO-5 - Average Notification of Interface Outage						
PO-5-01-2000	Average Notice of Interface Outage*	Not more than 20 minutes	15.00			1
PO-6 - Software Validation						
PO-6-01-2000	Software Validation	<= 5%	R3			
PO-7 - Software Problem Resolution Timeliness						
PO-7-01-2000	% Software Problem Res. Timeliness**	>=95%	NA			
PO-7-02-2000	Delay Hrs. - SW Res. - Change - Xactions Failed, No Workaround**	48 hours	NA			
PO-7-03-2000	Delay Hrs. - SW Res. - Change - Xactions Failed, With Workaround**	10 days	NA			
PO-7-04-2000	Delay Hrs. - Failed/Rejected Test Deck - Xactions Failed, No WWA**	48 hours	NA			
PO-8 - Manual Loop Qualification						
PO-8-01-2000	% On Time - Manual Loop Qualification	95% within 48 Hours	100.00			1
PO-8-02-2000	% On Time - Engineering Record Request	95% within 72 Hours	NA			
PO-4 - Timeliness of Change Management Notice						
PO-4-01-6660	% Notices Sent on Time - Industry Standard, Verizon Orig. & CLEC Orig.	95%	NA			
PO-4-01-6671	% Notices Sent on Time - Emergency Maint. & Regulatory	95%	100.00			5
PO-4-02-6660	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA			
PO-4-02-6671	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint. & Regulatory	No Standard	NA			
PO-4-03-6660	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices and documentation over 8 days	NA			
PO-4-03-6671	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint. & Regulatory	No delayed notices and documentation over 8 days	NA			
PO-4 - Timeliness of Change Management Notice						
PO-4-01-6622	% Notices Sent on Time - Regulatory	95%	NA			
PO-4-01-6662	% Notices Sent on Time - Ind. Std., Verizon Orig. & CLEC Orig.	95%	NA			
PO-4-02-6622	Change Mgmt. Notice - Delay 1-7 Days - Regulatory	No Standard	NA			
PO-4-02-6662	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std., Verizon Orig. & CLEC Orig.	No Standard	NA			
PO-4-03-6622	Change Mgmt. Notice - Delay 8+ Days - Regulatory	No delayed notices and documentation over 8 days	NA			
PO-4-03-6662	Change Mgmt. Notice - Delay 8+ Days - Ind. Std., Verizon Orig. & CLEC Orig.	No delayed notices and documentation over 8 days	NA			
MR-1 - Response Time OSS Maintenance Interface						
MR-1-01-2000	Create Trouble	Party plus <= 4 Seconds	8.11	3.47	-4.64	1123
MR-1-02-2000	Status Trouble	Party plus <= 4 Seconds	4.63	5.14	0.51	150
MR-1-03-2000	Modify Trouble	Party plus <= 4 Seconds	7.82	NA		
MR-1-04-2000	Request Cancellation of Trouble	Party plus <= 4 Seconds	9.34	4.28	-5.06	6
MR-1-05-2000	Trouble Report History (by TNCircuit)	Party plus <= 4 Seconds	0.29	0.92	0.63	388
MR-1-06-2000	Test Trouble (POTS Only) - RETAIL only	Party plus <= 4 Seconds	54.01	45.72	-8.29	2842
BI-1 - Timeliness of Daily Usage Feed						
BI-1-02-2030	% DUF in 4 Business Days	95% in 4 Business Days	99.41			39249348
BI-2 - Timeliness of Carrier Bill						
BI-2-01-2030	Timeliness of Carrier Bill	98% in 10 Business Days	98.29			821
BI-3 - Billing Accuracy & Claims Processing						
BI-3-04-2030	% CLEC Billing Claims Acknowledged within 2 Business Days	95% within 2 Business Days	98.81			144
BI-3-05-2030	% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgment	95% within 28 Calendar Days	91.23			57
OD-1 - Operator Services - Speed of Answer						
OD-1-01-1021	Average Speed of Answer - Operator Services - NE OSC	Party with Retail	3.00	0.30	1361125	86433
OD-1-02-1021	Average Speed of Answer - Directory Assistance - NE OSC	Party with Retail	3.64	2.20	13783063	1351850
Legend Notations defined on Legend sheet - last page						

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts March 2002**

**CLEC Aggregate Performance**  
**ORDERING - RESALE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate	Number of Observations All CLECs
<b>PO-3 - Contact Center Availability</b>				
PO-3-02-2000	% Answered within 30 Seconds - Ordering*	80% within 30 Seconds	94.98	3908
PO-3-04-2000	% Answered within 30 Seconds - Repair**	80% within 30 Seconds	93.64	105580
<b>OR-8 - Acknowledgement Timeliness</b>				
OR-8-01-2000	% Acknowledgements on Time	95% within 2 Hours	100.00	804
<b>OR-9 - Order Acknowledgement Completeness</b>				
OR-9-01-2000	% Acknowledgement Completeness	99%	100.00	804
<b>OR-10 - POW Notifier Exception Resolution Timeliness</b>				
OR-10-01-2000	% of POW Exceptions Resolved Within Three (3) Business Days	95% within 3 Business Days	100.00	12
OR-10-02-2000	% of POW Exceptions Resolved Within Ten (10) Business Days	90% within 10 Business Days	100.00	12
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-02-2320	% On Time LSRC - Flow Through	95% within 2 Hours	99.72	4934
OR-1-04-2100	% On Time LSRC No Facility Check	95% within 24 Hours	99.53	4064
OR-1-06-2320	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	373
<b>OR-2 - Reject Timeliness</b>				
OR-2-02-2320	% On Time LSR Reject - Flow Through	95% within 2 Hours	99.86	2192
OR-2-04-2320	% On Time LSR Reject No Facility Check	95% within 24 Hours	99.54	1509
OR-2-06-2320	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	333
<b>OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-1-04-2341	% On Time LSRC No Facility Check	95% within 72 Hours	100.00	135
OR-1-06-2341	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	15
<b>OR-2 - Reject Timeliness - Requiring Loop Qualification</b>				
OR-2-04-2341	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	114
OR-2-06-2341	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	10
<b>OR-3 - Percent Rejects</b>				
OR-3-01-2000	% Rejects	No Standard	31.19	14263
OR-3-02-2000	% Resubmission Not Rejected	95%	NA	
<b>OR-4 - Timeliness of Completion Notification</b>				
OR-4-11-2000	% Completed orders with neither a PCN nor BCN sent	0.25%	0.24	2483
OR-4-16-2000	% Provisioning Completion Notifiers sent within one (1) Business Day	95%	74.10	2483
OR-4-17-2000	% Billing Completion Notifier sent within two (2) Business Days	95%	95.25	2483
<b>OR-5 - Percent Flow-Through</b>				
OR-5-01-2000	% Flow Through - Total	No Standard Developed	50.70	9791
OR-5-03-2000	% Flow Through Achieved	95%	95.84	5174
<b>OR-6 - Order Accuracy</b>				
OR-6-01-2000	% Accuracy - Orders*	95% Orders without Errors	95.98	348
OR-6-03-2000	% Accuracy - LSRC**	not more than 5%	0.10	8150
<b>OR-7 - Order Completeness</b>				
OR-7-01-2000	% Order Confirmation/Rejects sent within 3 Business Days	95%	99.63	13947
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-04-2210	% On Time LSRC No Facility Check DS0	95% within 48 Hours	NA	
OR-1-04-2211	% On Time LSRC No Facility Check DS1	95% within 48 Hours	NA	
OR-1-04-2213	% On Time LSRC No Facility Check DS3	95% within 48 Hours	NA	
OR-1-04-2214	% On Time LSRC No Facility Check (Non DS0, DS1, & DS3)	95% within 48 Hours	99.12	228
OR-1-06-2210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours	NA	
OR-1-06-2211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours	NA	
OR-1-06-2213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours	NA	
OR-1-06-2214	% On Time LSRC/ASRC Facility Check (Non DS0, DS1, & DS3)	95% within 72 Hours	100.00	14
<b>OR-2 - Reject Timeliness</b>				
OR-2-04-2200	% On Time LSR Reject No Facility Check	95% within 48 Hours	100.00	240
OR-2-06-2200	% On Time LSR/ASR Reject Facility Check	95% within 72 Hours	100.00	51
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**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Massachusetts March 2002

**CLEC Aggregate Performance**  
PROVISIONING - RESALE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
PR-1-04-2100 PR-1-05-2100	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered - Dispatch (6-8 Lines)	Parity with Retail	2.28	7.27	66	11	1.52	0.50	-10.12
	Average Interval Offered - Dispatch (>= 10 Lines)	Parity with Retail	2.93	8.28	42	18	1.77	0.50	-10.73
PR-3-01-2100 PR-3-06-2100 PR-3-09-2100	<b>PR-3 - Completed within Specified Days</b>								
	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with Retail	85.88	76.57	121865	1528		0.90	-10.39
	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with Retail	73.02	74.70	9837	336		2.46	0.88
	% Completed in 5 Days (1-5 Lines - Dispatch)	Parity with Retail	97.50	99.08	9837	325		0.88	2.25
PR-4-02-2100 PR-4-03-2100 PR-4-04-2100 PR-4-05-2100	<b>PR-4 - Missed Appointments</b>								
	Average Delay Days - Total	Parity with Retail	2.60	2.88	1104	28	3.72	0.71	-0.11
	% Missed Appointment - Customer	No Standard		2.53		4539			
	% Missed Appointment - Verizon - Dispatch	Parity with Retail	5.36	3.83	23863	679		0.88	1.75
	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.01	0.05	208386	3860		0.02	-1.51
PR-5-01-2100 PR-5-02-2100	<b>PR-5 - Facility Missed Orders</b>								
	% Missed Appointment - Verizon - Facilities	Parity with Retail	3.35	3.09	23863	679		0.70	0.37
	% Orders Held for Facilities > 15 Days	Parity with Retail	0.05	0.00	23863	679		0.09	5000000.00
PR-6-01-2100 PR-6-03-2100	<b>PR-6 - Installation Quality</b>								
	% Installation Troubles reported within 30 Days	Parity with Retail	2.75	2.17	211760	10389		0.16	3.56
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		1.59		10389			
PR-8-01-2100 PR-8-02-2100	<b>PR-8 - Open Orders in a Hold Status</b>								
	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	0.00	232229	4539			0
	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	232229	4539			0
PR-1-01-2110 PR-1-03-2110	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered - Total No Dispatch	Parity with Retail	0.62	1.34	15693	1015	0.98	0.03	-23.18
	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	2.19	2.67	2855	218	1.13	0.08	-6.05
PR-1-01-2120 PR-1-03-2120	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered - Total No Dispatch	Parity with Retail	0.39	0.83	164738	1174	1.07	0.03	-14.04
	Average Interval Offered - Dispatch (1-5 Lines)	Parity with Retail	2.63	3.20	8513	158	1.66	0.13	-2.78
PR-1-12-2103	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered - Disconnects	Parity with Retail	3.72	3.05	63138	2455	7.80	0.16	4.18
PR-1-01-2341 PR-1-02-2341	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered - Total No Dispatch	Parity with Retail	1.45	1.91	289	94	1.72	0.20	-2.26
	Average Interval Offered - Total Dispatch	Parity with Retail	3.18	10.89	204	9	1.97	0.67	-11.49
PR-4-02-2341 PR-4-03-2341 PR-4-04-2341 PR-4-05-2341 PR-4-06-2341	<b>PR-4 - Missed Appointments</b>								
	Average Delay Days - Total	Parity with Retail	3.30	NA	27		3.42		
	% Missed Appointment - Customer	No Standard		0.00		105			
	% Missed Appointment - Verizon - Dispatch	Parity with Retail	4.31	0.00	348	14		5.54	5000000.00
	% Missed Appointment - Verizon - No Dispatch	Parity with Retail	0.00	0.00	214	91			0
	% Missed Appl. - Customer - Late Order Conf.	No Standard		0.00		105			
PR-5-01-2341 PR-5-02-2341	<b>PR-5 - Facility Missed Orders</b>								
	% Missed Appointment - Verizon - Facilities	Parity with Retail	3.30	0.00	364	14		4.87	5000000.00
	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	364	14			0
PR-6-01-2341 PR-6-03-2341	<b>PR-6 - Installation Quality</b>								
	% Install. Troubles Reported within 30 Days	Parity with Retail	1.54	2.13	1753	235		0.86	-0.43
	% Install. Troubles Reported w/in 30 Days - FOK/TOK/CPE	None: Analysis Only		1.70		235			
PR-8-01-2341 PR-8-02-2341	<b>PR-8 - Open Orders in a Hold Status</b>								
	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.00	0.00	578	105			0
	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.00	0.00	578	105			0
PR-1-06-2200 PR-1-07-2200 PR-1-08-2200 PR-1-12-2200	<b>PR-1 - Average Interval Offered</b>								
	Average Interval Offered - DS0	Parity with Retail	10.31	8.75	185	20	4.70	1.11	1.41
	Average Interval Offered - DS1	Parity with Retail	17.83	21.00	320	10	14.29	4.59	-0.89
	Average Interval Offered - DS3	Parity with Retail	32.39	NA	18		24.06		
	Average Interval Offered - Disconnects	Parity with Retail	10.15	8.28	2757	53	14.39	2.00	0.95
PR-4-01-2210 PR-4-01-2211 PR-4-01-2213 PR-4-01-2214 PR-4-02-2200 PR-4-03-2200 PR-4-06-2200	<b>PR-4 - Missed Appointments</b>								
	% Missed Appointment - Verizon - DS0	Parity with Retail	5.03	0.00	199	23		4.81	5000000.00
	% Missed Appointment - Verizon - DS1	Parity with Retail	12.66	0.00	308	9		11.24	5000000.00
	% Missed Appointment - Verizon - DS3	Parity with Retail	41.67	NA	12				
	% Missed Appointment - Verizon - Special Other	Parity with Retail	0.00	0.00	28	1			0
	Average Delay Days - Total	Parity with Retail	14.72	NA	54		18.53		
	% Missed Appointment - Customer	No Standard		21.21		33			
	% Missed Appl. - Customer - Due to Late Order Conf.	No Standard		0.00		33			
PR-5-01-2200 PR-5-02-2200	<b>PR-5 - Facility Missed Orders</b>								
	% Missed Appointment - Verizon - Facilities	Parity with Retail	0.42	0.00	477	18		1.55	5000000.00
	% Orders Held for Facilities > 15 Days	Parity with Retail	0.00	0.00	477	18			0
PR-6-01-2200 PR-6-03-2200	<b>PR-6 - Installation Quality</b>								
	% Installation Troubles reported within 30 Days	Parity with Retail	2.80	3.21	1891	374		0.83	-0.43
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		0.53		374			
PR-8-01-2200 PR-8-02-2200	<b>PR-8 - Open Orders in a Hold Status</b>								
	Open Orders in a Hold Status > 30 Days	Parity with Retail	0.37	0.00	547	33		1.09	5000000.00
	Open Orders in a Hold Status > 90 Days	Parity with Retail	0.18	0.00	547	33		0.76	5000000.00

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**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Massachusetts March 2002

**CLEC Aggregate Performance**  
**MAINTENANCE - RESALE / SPECIAL SERVICES**

FOCUS		Actual Performance		Number of Observations					
Metric #		Standard	Vz	CLEC Aggregate	Vz	All CLECs	Standard Deviation	Sampling Error	Z-Score
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2100	Network Trouble Report Rate - Loop	Parity with Retail	0.94	0.40	3742534	244906		0.02	26.67
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with Retail	0.09	0.06	3742534	244906		0.01	5.23
MR-2-04-2100	% Subsequent Reports	Assessed UC/W MRAs		12.76		1301			
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.33		244906			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2110	% Missed Repair Appointment - Loop Bus.	Parity with Retail	15.07	11.71	5894	726		1.41	2.39
MR-3-01-2120	% Missed Repair Appointment - Loop Res.	Parity with Retail	10.93	6.84	29216	263		1.93	2.12
MR-3-02-2110	% Missed Repair Appointment - Central Office Bus.	Parity with Retail	13.35	14.53	929	117		3.34	-0.35
MR-3-02-2120	% Missed Repair Appointment - Central Office Res.	Parity with Retail	5.74	3.45	2542	29		4.34	8.62
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	No Standard		5.76		799			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2100	Mean Time To Repair - Total	Parity with Retail	19.04	13.31	36690	1135	19.95	0.60	9.53
MR-4-02-2110	Mean Time To Repair - Loop Trouble - Bus.	Parity with Retail	12.56	12.46	5894	726	16.06	0.63	0.14
MR-4-02-2120	Mean Time To Repair - Loop Trouble - Res.	Parity with Retail	21.50	18.57	29216	263	20.30	1.26	2.33
MR-4-03-2110	Mean Time To Repair - Central Office Trouble - Bus.	Parity with Retail	8.36	7.80	929	117	12.84	1.24	0.45
MR-4-03-2120	Mean Time To Repair - Central Office Trouble - Res.	Parity with Retail	9.13	8.83	2542	29	13.08	2.44	0.12
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with Retail	74.80	88.43	36690	1135		1.31	9.02
MR-4-06-2100	% Out of Service > 4 Hours	Parity with Retail	79.01	63.32	29730	886		1.39	11.30
MR-4-07-2100	% Out of Service > 12 Hours	Parity with Retail	57.80	38.26	29730	886		1.68	11.60
MR-4-08-2110	% Out of Service > 24 Hours - Bus.	Parity with Retail	12.24	9.80	5391	646		1.36	1.93
MR-4-08-2120	% Out of Service > 24 Hours - Res.	Parity with Retail	27.71	17.50	24238	240		2.90	3.52
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with Retail	17.92	15.24	36690	1135		1.15	2.32
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-2341	Network Trouble Report Rate - Loop	Parity with Retail	0.22	0.43	61328	2576		0.09	-2.22
MR-2-03-2341	Network Trouble Report Rate - Central Office	Parity with Retail	0.11	0.31	61328	2576		0.07	-2.89
MR-2-04-2341	% Subsequent Reports	Assessed UC/W MRAs		9.52		21			
MR-2-05-2341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		1.09		2576			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-2341	% Missed Repair Appointment - Loop	Parity with Retail	35.82	63.64	134	11		15.04	-1.49
MR-3-02-2341	% Missed Repair Appointment - Central Office	Parity with Retail	22.86	50.00	70	8		15.67	-1.22
MR-3-03-2341	% CPE/TOK/FOK - Missed Appointment	No Standard		14.29		28			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2341	Mean Time To Repair - Total	Parity with Retail	82.83	45.59	204	19	142.27	34.12	0.50
MR-4-02-2341	Mean Time To Repair - Loop Trouble	Parity with Retail	29.88	31.90	134	11	39.50	12.39	-0.16
MR-4-03-2341	Mean Time To Repair - Central Office Trouble	Parity with Retail	125.33	64.41	70	8	143.52	53.56	1.14
MR-4-04-2341	% Cleared (all troubles) within 24 Hours	Parity with Retail	70.59	42.11	204	19		10.93	-2.22
MR-4-07-2341	% Out of Service > 12 Hours	Parity with Retail	40.54	63.64	74	11		15.87	-1.11
MR-4-08-2341	% Out of Service > 24 Hours	Parity with Retail	18.92	83.64	74	11		12.66	-2.86
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2341	% Repeat Reports within 30 Days	Parity with Retail	14.22	10.53	204	19		8.38	0.76
<b>MR-2 - Trouble Report Rate</b>									
MR-2-01-2200	Network Trouble Report Rate	Parity with Retail	0.23	0.24	450705	39108		0.03	-0.25
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.23		39108			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-2216	Mean Time To Repair - Total - Non DS0 & DS0	Parity with Retail	6.48	7.81	807	66	6.08	0.78	-1.84
MR-4-01-2217	Mean Time To Repair - Total - DS1 & DS3	Parity with Retail	7.98	8.23	225	25	9.10	1.88	-0.13
MR-4-04-2216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	Parity with Retail	98.14	100.00	807	66		1.73	5000000.00
MR-4-04-2217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	Parity with Retail	95.56	100.00	225	25		4.27	5000000.00
MR-4-06-2216	% Out of Service > 4 Hours - Non DS0 & DS0	Parity with Retail	57.59	81.82	790	55		6.89	-3.52
MR-4-06-2217	% Out of Service > 4 Hours - DS1 & DS3	Parity with Retail	67.71	84.00	223	25		9.86	-1.48
MR-4-08-2216	% Out of Service > 24 Hours - Non DS0 & DS0	Parity with Retail	1.90	0.00	790	55		1.90	5000000.00
MR-4-08-2217	% Out of Service > 24 Hours - DS1 & DS3	Parity with Retail	4.48	0.00	223	25		4.36	5000000.00
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with Retail	18.02	23.81	1032	92		4.18	-1.41
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Legend Notations defined on Legend sheet - last page

Carrier to Carrier  
Performance Standards and Reports  
Verizon Massachusetts March 2002

CLEC Aggregate Performance  
ORDERING - UNE POTS / SPECIAL SERVICES

Metric #		Standard	CLEC Aggregate	CLEC Aggregate
<b>UNE POTS - Order Confirmation Timeliness</b>				
PO-3-02-3000	PO-3 - Contact Center Availability			
PO-3-04-3000	% Answered within 30 Seconds - Ordering*	80% within 30 Seconds	93.65	25026
	% Answered within 30 Seconds - Repair**	80% within 30 Seconds	93.64	105560
<b>UNE POTS - Order Acknowledgement Timeliness</b>				
OR-8-01-3000	OR-8 - Acknowledgement Timeliness			
	% Acknowledgements on Time	95% within 2 Hours	100.00	26917
OR-9-01-3000	OR-9 - Order Acknowledgement Completeness	99%	100.00	26917
<b>UNE POTS - PON Hotline Exception Resolution Timeliness</b>				
OR-10-01-3000	OR-10 - PON Hotline Exception Resolution Timeliness			
OR-10-02-3000	% of PON Exceptions Resolved Within Three (3) Business Days	95% within 3 Business Days	100.00	12
	% of PON Exceptions Resolved Within Ten (10) Business Days	99% within 10 Business Days	100.00	12
<b>UNE POTS - Order Confirmation Timeliness - Flow Through</b>				
OR-1-02-3143	OR-1 - Order Confirmation Timeliness			
OR-1-04-3143	% On Time LSRC - Flow Through	95% within 2 Hours	99.85	2637
OR-1-06-3143	% On Time LSRC No Facility Check	95% within 24 Hours	99.75	403
	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	119
<b>UNE POTS - Order Confirmation Timeliness - Reject Facility Check</b>				
OR-2-02-3143	OR-2 - Reject Timeliness			
OR-2-04-3143	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	973
OR-2-06-3143	% On Time LSR Reject No Facility Check	95% within 24 Hours	98.18	385
	% On Time LSR/ASRC Reject Facility Check	95% within 72 Hours	100.00	87
<b>UNE POTS - Order Accuracy</b>				
OR-6-01-3143	OR-6 - Order Accuracy			
OR-6-03-3143	% Accuracy - Orders*	95% orders without errors not more than 5%	99.75	400
	% Accuracy - LSRC*		0.00	22740
OR-7-01-3143	OR-7 - Order Completeness	95%	99.73	4450
	% Order Confirmation/Rejects sent within 3 Business Days			
<b>UNE POTS - Order Confirmation Timeliness - Flow Through</b>				
OR-1-02-3331	OR-1 - Order Confirmation Timeliness			
OR-1-04-3331	% On Time LSRC - Flow Through	95% within 2 Hours	99.87	13863
OR-1-06-3331	% On Time LSRC No Facility Check	95% within 24 Hours	99.09	353
	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	99.21	1012
<b>UNE POTS - Order Confirmation Timeliness - Reject Facility Check</b>				
OR-2-02-3331	OR-2 - Reject Timeliness			
OR-2-04-3331	% On Time LSR Reject - Flow Through	95% within 2 Hours	100.00	2114
OR-2-06-3331	% On Time LSR Reject No Facility Check	95% within 24 Hours	99.03	720
	% On Time LSR/ASRC Reject Facility Check	95% within 72 Hours	100.00	366
<b>UNE POTS - Order Accuracy</b>				
OR-6-01-3331	OR-6 - Order Accuracy			
OR-6-03-3331	% Accuracy - Orders*	95% orders without errors not more than 5%	99.01	403
	% Accuracy - LSRC*		0.28	24296
OR-7-01-3331	OR-7 - Order Completeness	95%	99.84	21101
	% Order Confirmation/Rejects sent within 3 Business Days			
<b>UNE POTS - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-1-04-3341	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification			
OR-1-06-3341	% On Time LSRC No Facility Check	95% within 72 Hours	98.94	189
	% On Time LSRC/ASRC Facility Check	95% within 72 Hours	100.00	1
<b>UNE POTS - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-2-04-3341	OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-06-3341	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	56
	% On Time LSR/ASRC Reject Facility Check	95% within 72 Hours	100.00	3
<b>UNE POTS - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-1-04-3342	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification			
OR-1-06-3342	% On Time LSRC No Facility Check	95% within 72 Hours	99.33	149
	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA	
<b>UNE POTS - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-2-04-3342	OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-06-3342	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	48
	% On Time LSR/ASRC Reject Facility Check	95% within 72 Hours	NA	
<b>UNE POTS - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-1-04-3340	OR-1 - Order Confirmation Timeliness - Requiring Loop Qualification			
OR-1-06-3340	% On Time LSRC No Facility Check	95% within 72 Hours	100.00	36
	% On Time LSRC/ASRC - Facility Check	95% within 72 Hours	NA	
<b>UNE POTS - Order Confirmation Timeliness - Requiring Loop Qualification</b>				
OR-2-04-3340	OR-2 - Reject Timeliness - Requiring Loop Qualification			
OR-2-06-3340	% On Time LSR Reject No Facility Check	95% within 72 Hours	100.00	11
	% On Time LSR/ASRC Reject Facility Check	95% within 72 Hours	NA	

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
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**CLEC Aggregate Performance**  
**ORDERING - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	CLEC Aggregate	CLEC Aggregate
<b>OR-3 - Percent Rejects</b>				
OR-3-01-3000	% Rejects (ASRs + LSRs)	No Standard	18.13	28344
OR-3-02-3000	% Resubmission Not Rejected	95%	NA	
<b>OR-4 - Timeliness of Completion Notification</b>				
OR-4-11-3000	% Completed orders with neither a PCN nor BCN sent	0.25%	0.24	2483
OR-4-16-3000	% Provisioning Completion Notifiers sent within one (1) Business Day	95%	74.10	2483
OR-4-17-3000	% Billing Completion Notifier sent within two (2) Business Days	95%	95.25	2483
<b>OR-5 - Percent Flow-Through</b>				
OR-5-01-3000	% Flow Through - Total	No Standard Developed	75.38	22768
OR-5-03-3000	% Flow Through Achieved	95%	97.21	17656
<b>OR-1 - Order Confirmation Timeliness (ASRs + LSRs)</b>				
OR-1-04-3210	% On Time LSRC No Facility Check DS0	95% within 48 Hours	NA	
OR-1-06-3210	% On Time LSRC/ASRC Facility Check DS0	95% within 72 Hours	NA	
OR-1-06-3211	% On Time LSRC/ASRC Facility Check DS1	95% within 72 Hours	93.90	213
OR-1-06-3213	% On Time LSRC/ASRC Facility Check DS3	95% within 72 Hours	96.72	61
OR-1-06-3214	% On Time LSRC/ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 72 Hours	100.00	1
<b>OR-2 - Reject Timeliness (ASRs + LSRs)</b>				
OR-2-04-3200	% On Time LSR Rejected No Facility Check	95% within 48 Hours	100.00	6
OR-2-06-3200	% On Time LSR/ASR Rejected Facility Check	95% within 72 Hours	98.97	97
<b>OR-1 - Order Confirmation Timeliness</b>				
OR-1-08-3210	% On Time ASRC No Facility Check DS0	95% within 72 Hours	NA	
OR-1-10-3211	% On Time ASRC Facility Check DS1	95% within 96 Hours	NA	
OR-1-10-3213	% On Time ASRC Facility Check DS3	95% within 96 Hours	NA	
OR-1-10-3214	% On Time ASRC Facility Check (Non DS0, Non DS1, & Non DS3)	95% within 96 Hours	NA	
<b>OR-2 - Reject Timeliness</b>				
OR-2-08-3200	% On Time ASR Rejected No Facility Check	95% within 72 Hours	NA	
OR-2-10-3200	% On Time ASR Rejected Facility Check	95% within 96 Hours	NA	
Legend Notations defined on Legend sheet - last page				

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts March 2002**

**CLEC Aggregate Performance**  
**PROVISIONING - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	Actual Performance Vz CLEC Aggregate	Number of Observations Vz All CLECs	Standard Deviation	Sampling Error	Z-Score		
PR-1 - Average Interval Offered									
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Party with Retail	2.67	3.93	11368	29	1.57	0.29	-4.32
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Party with Retail	2.67	2.94	11368	62	1.57	0.20	-1.35
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Party with Retail	2.26	6.80	86	5	1.52	0.71	-6.44
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Party with Retail	2.26	NA	86		1.52		
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Party with Retail	2.93	4.00	42	4	1.77	0.93	-1.16
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Party with Retail	2.93	43.00	42	1	1.77	1.79	-22.37
PR-3 - Completed within X Days									
PR-3-01-3140	% Completed in 1 Day (1-5 Lines - No Dispatch) - Platform	Party with Retail	85.88	85.99	121865	576		1.45	0.08
PR-3-06-3113	% Completed in 3 Days (1-5 Lines - Dispatch) - Loop New	Party with Retail	73.02	45.00	9837	20		9.94	-2.43
PR-3-06-3140	% Completed in 3 Days (1-5 Lines - Dispatch) - Platform	Party with Retail	73.02	72.22	9837	54		6.06	-0.13
PR-3-08-3111	% Completed in 5 Days (1-5 Lines - No Dispatch) - Hot Cut Loop	95%		99.20		251			
PR-3-09-3113	% Completed in 5 Days (1-5 Lines - Dispatch) - Loop New	Party with Retail	97.50	95.00	9837	20		3.49	-0.38
PR-3-09-3140	% Completed in 5 Days (1-5 Lines - Dispatch) - Platform	Party with Retail	97.50	100.00	9837	54		2.13	\$000000.00
PR-4 - Missed Appointments									
PR-4-02-3100	Average Delay Days - Total	Party with Retail	2.80	2.25	1304	4	3.72	1.88	0.19
PR-4-03-3100	% Missed Appt. - Customer	No Standard		2.95		2271			
PR-4-04-3113	% Missed Appt. - Verizon - Dispatch - Loop New	Party with Retail	5.36	0.87	23663	345		1.22	4.89
PR-4-04-3140	% Missed Appt. - Verizon - Dispatch - Platform	Party with Retail	5.36	0.87	23663	149		1.85	3.45
PR-4-05-3140	% Missed Appt. - Verizon - No Dispatch - Platform	Party with Retail	0.01	0.00	208366	1727		0.02	\$000000.00
PR-5 - Facility Missed Orders									
PR-5-01-3112	% Missed Appointment - Verizon - Facilities Loop	Party with Retail	3.35	0.87	23663	345		0.98	3.20
PR-5-01-3140	% Missed Appointment - Verizon - Facilities - Platform	Party with Retail	3.35	0.87	23663	149		1.48	2.49
PR-5-02-3112	% Orders Held for Facilities > 15 Days - Loop	Party with Retail	0.05	0.00	23663	345		0.12	\$000000.00
PR-5-02-3140	% Orders Held for Facilities > 15 Days - Platform	Party with Retail	0.05	0.00	23663	149		0.18	\$000000.00
PR-5-04-3112	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop	No Standard		0.00		389			
PR-6 - Installation Quality									
PR-6-01-3112	% Installation Troubles reported within 30 Days - Loop	Party with Retail for Found Troubles	2.75	2.28	211780	6407		0.21	2.28
PR-6-01-3121	% Installation Troubles reported within 30 Days - Platform	Party with Retail for Found Troubles	2.75	1.34	211780	4259		0.25	5.58
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%		0.81		4819			
PR-6-03-3112	% Installation Troubles reported within 30 Days - FOK/TOX/CPE - Loop	None - Analysis Only		1.81		6407			
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOX/CPE - Platform	None - Analysis Only		1.31		4259			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3100	Open Orders in a Hold Status > 30 Days	Party with Retail	0.00	0.00	232229	2271			0
PR-8-02-3100	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	232229	2271			0
PR-9 - Hot Cuts Loops									
PR-9-01-3520	% On Time Performance - Hot Cut	95% Completed Within Window		99.51		615			
PR-9-06-3520	Average Duration of Service Interruption	No Standard		21.20		30			
PR-1 - Average Interval Offered									
PR-1-12-3133	Av. Interval Offered - Disconnects	Party with Retail	3.72	5.07	63138	2946	7.80	0.15	-9.18
PR-1 - Average Interval Offered									
PR-1-01-3341	Av. Interval Offered - Total No Dispatch	Party with Retail	1.45	5.00	299	1	1.72	1.72	-2.06
PR-1-02-3341	Av. Interval Offered - Total Dispatch	Party with Retail	3.18	5.93	204	55	1.97	0.30	-9.19
PR-4 - Missed Appointments									
PR-4-02-3341	Average Delay Days - Total	Party with Retail	3.30	2.00	27	1	3.42	3.48	0.37
PR-4-03-3341	% Missed Appointment - Customer	No Standard		20.24		84			
PR-4-04-3341	% Missed Appointment - Verizon - Dispatch	Party with Retail	4.31	0.00	348	81		2.51	\$000000.00
PR-4-05-3341	% Missed Appointment - Verizon - No Dispatch	Party with Retail	0.00	0.00	214	2			0
PR-4-06-3341	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.00		84			
PR-5 - Facility Missed Orders									
PR-5-01-3341	% Missed Appointment - Verizon Facilities	Party with Retail	3.30	1.22	364	82		2.18	1.49
PR-5-02-3341	% Orders Held for Facilities > 15 Days	Party with Retail	0.00	0.00	364	82			0
PR-5-04-3341	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.00		109			
PR-6 - Installation Quality									
PR-6-01-3341	% Install. Troubles Reported within 30 Days	Party with Retail Pote Disp	5.44	13.64	31341	86		2.42	-3.38
PR-6-03-3341	% Install. Troubles Reported within 30 Days - FOK/TOX/CPE	None - Analysis Only		19.32		86			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3341	Open Orders in a Hold Status > 30 Days	Party with Retail	0.00	0.00	578	84			0
PR-8-02-3341	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	578	84			0
PR-1 - Average Interval Offered									
PR-1-01-3342	Av. Interval Offered - Total No Dispatch	(No Standard)		4.43		7			
PR-1-02-3342	Av. Interval Offered - Total Dispatch	See Published Interval		5.87		271			
PR-3 - Completed within X Days									
PR-3-10-3342	% Completed in 8 Days (1-5 Lines - Total)	95%		99.53		214			
PR-4 - Missed Appointments									
PR-4-02-3342	Average Delay Days - Total	Party with Retail Specials (DSO)	5.30	3.13	10	8	2.67	1.27	1.71
PR-4-03-3342	% Missed Appointment - Customer	No Standard		9.43		509			
PR-4-04-3342	% Missed Appointment - Verizon - Dispatch	<=5%		0.20		495			
PR-4-06-3342	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.00		509			
PR-4-14-3342	% Completed On Time (with Serial Number)	95%		98.41		441			
PR-5 - Facility Missed Orders									
PR-5-01-3342	% Missed Appointment - Verizon Facilities	Party with VAD	1.24	1.39	971	502		0.81	-0.25
PR-5-02-3342	% Orders Held for Facilities > 15 Days	Party with VAD	0.10	0.00	971	502		0.17	\$000000.00
PR-5-04-3342	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.00		515			
PR-6 - Installation Quality									
PR-6-01-3342	% Install. Troubles Reported within 30 Days	Party with Retail Pote Disp	5.44	3.86	31341	518		1.01	1.57
PR-6-03-3342	% Install. Troubles Reported within 30 Days - FOK/TOX/CPE	None - Analysis Only		7.53		518			
PR-8 - Open Orders in a Hold Status									
PR-8-01-3342	Open Orders in a Hold Status > 30 Days	Party with Retail	0.00	0.00	199	509			0
PR-8-02-3342	Open Orders in a Hold Status > 90 Days	Party with Retail	0.00	0.00	199	509			0

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**CLEC Aggregate Performance**  
PROVISIONING - UNE POTS / SPECIAL SERVICES

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-Score
			Vz	CLEC Aggregate	Vz	All CLECs			
PR-1-01-3343	PR-1 - Average Interval Offered								
PR-1-02-3343	Av. Interval Offered - Total No Dispatch	Party with VADI	2.88	2.94	8942	159	0.55	0.04	-1.36
	Av. Interval Offered - Total Dispatch	Party with VADI	3.00	3.00	594	12	0.08	0.02	0
PR-3-03-3343	PR-3 - Completed within X Days								
PR-3-03-3343	% Completed in 3 Days (1-3 Lines - No Dispatch)	Party with VADI	99.93	99.29	8540	140		0.23	-1.24
	% Completed in 3 Days (1-3 Lines - No Dispatch)	95% within 3 Business Days		99.29		140			
PR-4-02-3343	PR-4 - Missed Appointments								
PR-4-03-3343	Average Delay Days - Total	Party with VADI	3.36	NA	33		3.90		
PR-4-04-3343	% Missed Appointment - Customer	No Standard		2.66		188			
PR-4-05-3343	% Missed Appointment - Verizon - Dispatch	Party with VADI	1.36	0.00	957	18			5000000.00
	% Missed Appointment - Verizon - No Dispatch	Party with VADI	0.06	0.00	12616	170		0.19	5000000.00
PR-5-01-3343	PR-5 - Facility Missed Orders								
PR-5-02-3343	% Missed Appointment - Verizon Facilities	Party with VADI	1.24	0.00	971	18		2.63	5000000.00
	% Orders Held for Facilities > 15 Days	Party with VADI	0.10	0.00	971	18		0.75	5000000.00
PR-6-01-3343	PR-6 - Installation Quality								
PR-6-03-3343	% Install. Troubles Reported within 30 Days	Party with VADI	0.54	0.53	13573	188		0.54	0.56
	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None: Analysis Only		3.19		188			
PR-8-01-3343	PR-8 - Open Orders in a Hold Status								
PR-8-02-3343	Open Orders in a Hold Status > 30 Days	Party with VADI	0.00	0.00	13587	188			0
	Open Orders in a Hold Status > 90 Days	Party with VADI	0.00	0.00	13587	188			0
PR-1-01-3345	PR-1 - Average Interval Offered								
PR-1-02-3345	Av. Interval Offered - Total No Dispatch	Party with VADI	2.88	NA	8942		0.55		
	Av. Interval Offered - Total Dispatch	Party with VADI	3.00	NA	594		0.08		
PR-3-03-3345	PR-3 - Completed within X Days								
PR-3-03-3345	% Completed in 3 Days (1-3 Lines - No Dispatch)	Party with VADI	99.93	NA	8540				
	% Completed in 3 Days (1-3 Lines - No Dispatch)	95% within 3 Business Days		NA					
PR-4-02-3345	PR-4 - Missed Appointments								
PR-4-03-3345	Average Delay Days - Total	Party with VADI	3.36	NA	33		3.90		
PR-4-04-3345	% Missed Appointment - Customer	No Standard		NA					
PR-4-05-3345	% Missed Appointment - Verizon - Dispatch	Party with VADI	1.36	NA	957				
	% Missed Appointment - Verizon - No Dispatch	Party with VADI	0.06	NA	12616				
PR-5-01-3345	PR-5 - Facility Missed Orders								
PR-5-02-3345	% Missed Appointment - Verizon Facilities	Party with VADI	1.24	NA	971				
	% Orders Held for Facilities > 15 Days	Party with VADI	0.10	NA	971				
PR-6-01-3345	PR-6 - Installation Quality								
PR-6-03-3345	% Install. Troubles Reported within 30 Days	Party with VADI	0.54	NA	13573				
	% Install. Troubles Reported within 30 Days - FOK/TOK/CPE	None: Analysis Only		NA					
PR-8-01-3345	PR-8 - Open Orders in a Hold Status								
PR-8-02-3345	Open Orders in a Hold Status > 30 Days	Party with VADI	0.00	NA	13587				
	Open Orders in a Hold Status > 90 Days	Party with VADI	0.00	NA	13587				
PR-1-06-3200	PR-1 - Average Interval Offered								
PR-1-07-3200	Av. Interval Offered - DS0	Party with Retail	10.31	NA	185		4.70		
PR-1-08-3200	Av. Interval Offered - DS1	Party with Retail	17.83	16.71	320	122	14.29	1.52	0.74
PR-1-09-3511	Av. Interval Offered - Total - EEL - Backbone	Party with Retail	32.39	NA	18		24.05		
PR-1-09-3512	Av. Interval Offered - Total - EEL - Loop	EEL Legend		10.00		2			
PR-1-09-3530	Av. Interval Offered - Total - IOF	EEL Legend		18.78		41			
PR-1-12-3200	Av. Interval Offered - Disconnects	IOF Legend		13.89		27			
		Party with Retail	10.15	7.46	2757	108	14.39	1.41	1.91
PR-4-01-3510	PR-4 - Missed Appointments								
PR-4-01-3530	% Missed Appointment - Verizon - Total - EEL	Party with Retail	12.66	8.33	308	24		7.05	0.04
PR-4-01-3210	% Missed Appointment - Verizon - Total - IOF	Party with Retail	41.67	8.70	12	46		15.88	2.96
PR-4-01-3211	% Missed Appointment - Verizon - DS0	Party with Retail	5.03	NA	199				
PR-4-01-3212	% Missed Appointment - Verizon - DS1	Party with Retail	12.66	3.16	308	158		3.25	5.76
PR-4-01-3213	% Missed Appointment - Verizon - DS3	Party with Retail	41.67	NA	12				
PR-4-01-3214	% Missed Appointment - Verizon - Special Other	Party with Retail	0.00	NA	28				
PR-4-02-3200	Average Delay Days - Total	Party with Retail	14.22	8.80	54	5	18.58	8.69	0.62
PR-4-02-3510	Average Delay Days - Total - EEL	Party with Retail	15.74	5.00	39	2	19.51	14.14	0.76
PR-4-02-3530	Average Delay Days - Total - IOF	Party with Retail	20.20	18.00	5	4	25.90	17.43	0.13
PR-4-03-3200	% Missed Appointment - Customer	No Standard		33.82		204			
PR-4-03-3510	% Missed Appointment - Customer - EEL	No Standard		45.83		24			
PR-4-08-3200	% Missed Appt. - Customer - Late Order Conf.	No Standard		0.00		228			
PR-5-01-3200	PR-5 - Facility Missed Orders								
PR-5-02-3200	% Missed Appointment - Verizon - Facilities	Party with Retail	0.42	0.50	477	201		0.54	-0.39
PR-5-04-3200	% Orders Held for Facilities > 15 Days	Party with Retail	0.00	0.00	477	201			0
	% Orders Cancelled (> 5 days) after Due Date - Due to Facilities	No Standard		0.00		195			
PR-6-01-3200	PR-6 - Installation Quality								
PR-6-03-3200	% Installation Troubles reported within 30 Days	Party with Retail for Found Troubles	2.80	3.95	1891	228		1.16	-0.99
	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only		0.00		228			
PR-8-01-3200	PR-8 - Open Orders in a Hold Status								
PR-8-01-3510	Open Orders in a Hold Status > 30 Days - EEL	Party with Retail	0.37	0.00	547	158		0.55	5000000.00
PR-8-01-3530	Open Orders in a Hold Status > 30 Days - IOF	Party with Retail Speciale (DS1)	0.00	0.00	308	24			0
PR-8-02-3200	Open Orders in a Hold Status > 30 Days - IOF	Party with Retail Speciale (DS3)	16.67	0.00	12	46		12.08	5000000.00
PR-8-02-3510	Open Orders in a Hold Status > 90 Days - EEL	Party with Retail	0.18	0.00	547	158		0.38	5000000.00
PR-8-02-3530	Open Orders in a Hold Status > 90 Days - IOF	Party with Retail Speciale (DS1)	0.00	0.00	308	24			0
		Party with Retail Speciale (DS3)	8.33	0.00	12	46		8.96	5000000.00

Legend Notations defined on Legend sheet - last page

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**Performance Standards and Reports**  
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**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-score
			Vz	CLEC Aggregate	Vz	All CLECs			
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3550	Network Trouble Report Rate - Loop	Party with Retail	0.94	0.53	3742534	106246		0.03	13.81
MR-2-03-3550	Network Trouble Report Rate - Central Office	Party with Retail	0.09	0.08	3742534	106246		0.01	1.46
MR-2-04-3550	% Subsequent Reports	Assessed VCNW MRAs		43.55		1139			
MR-2-05-3550	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.46		106246			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3550	% Missed Repair Appointment - Loop	Party with Retail	11.82	5.37	35215	559		1.37	4.57
MR-3-02-3550	% Missed Repair Appointment - Central Office	Party with Retail	7.77	4.76	3475	84		2.96	1.27
MR-3-03-3550	% CPE/TOK/FOK - Missed Appointment	No Standard		3.93		509			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3550	Mean Time To Repair - Total	Party with Retail	19.04	13.49	38890	643	19.95	0.79	7.00
MR-4-02-3550	Mean Time To Repair - Loop Trouble	Party with Retail	20.04	14.17	35215	559	20.24	0.86	6.81
MR-4-03-3550	Mean Time To Repair - Central Office Trouble	Party with Retail	8.93	8.99	3475	84	12.97	1.43	-0.04
MR-4-04-3550	% Cleared (all troubles) within 24 Hours	Party with Retail	74.60	89.89	38890	643		1.73	8.83
MR-4-07-3550	% Out of Service > 12 Hours	Party with Retail	57.80	48.09	29730	470		2.30	4.23
MR-4-08-3550	% Out of Service > 24 Hours	Party with Retail	24.94	10.85	29730	470		2.01	7.00
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3550	% Repeat Reports within 30 Days	Party with Retail	17.92	11.35	38890	643		1.52	4.31
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3140	Network Trouble Report Rate - Platform	Party with Retail	0.94	0.78	3742534	31838		0.05	2.92
MR-2-03-3140	Network Trouble Report Rate - Central Office	Party with Retail	0.09	0.15	3742534	31838		0.02	-3.20
MR-2-04-3140	% Subsequent Reports	Assessed VCNW MRAs		4.82		311			
MR-2-05-3140	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.79		31838			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3144	% Missed Repair Appointment - Platform Bus.	Party with Retail	15.07	13.71	5894	197		2.59	0.52
MR-3-01-3145	% Missed Repair Appointment - Platform Res.	Party with Retail	10.93	11.54	29216	52		4.33	-0.14
MR-3-02-3144	% Missed Repair Appointment - Central Office Bus.	Party with Retail	13.35	13.16	929	38		5.83	0.32
MR-3-02-3145	% Missed Repair Appointment - Central Office Res.	Party with Retail	5.74	0.00	2542	9		7.77	5000000.00
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	No Standard		8.80		250			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3140	Mean Time To Repair - Total	Party with Retail	19.04	13.16	38890	296	19.95	1.16	5.05
MR-4-02-3144	Mean Time To Repair - Loop Trouble - Platform - Bus.	Party with Retail	12.56	12.43	5894	197	16.08	1.18	0.11
MR-4-02-3145	Mean Time To Repair - Loop Trouble - Platform - Res.	Party with Retail	21.50	20.98	29216	52	20.30	2.82	0.18
MR-4-03-3144	Mean Time To Repair - Central Office Trouble - Bus.	Party with Retail	8.95	8.24	929	38	12.84	2.09	0.06
MR-4-03-3145	Mean Time To Repair - Central Office Trouble - Res.	Party with Retail	9.13	4.85	2542	9	13.08	4.37	0.98
MR-4-04-3140	% Cleared (all troubles) within 24 Hours	Party with Retail	74.80	86.82	38890	296		2.54	4.81
MR-4-06-3140	% Out of Service > 4 Hours	Party with Retail	79.01	66.87	29730	225		2.73	4.53
MR-4-07-3140	% Out of Service > 12 Hours	Party with Retail	57.80	44.44	29730	225		3.30	4.04
MR-4-08-3144	% Out of Service > 24 Hours - Bus.	Party with Retail	12.24	9.66	5391	176		2.51	1.03
MR-4-08-3145	% Out of Service > 24 Hours - Res.	Party with Retail	27.71	24.49	24238	49		6.40	0.50
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3140	% Repeat Reports within 30 Days	Party with Retail	17.92	15.20	38890	296		2.24	1.22
<b>MR-2 - Trouble Report Rate</b>									
MR-2-02-3341	Network Trouble Report Rate - Loop	Party with Retail	0.93	1.11	3803862	3885		0.15	-1.15
MR-2-03-3341	Network Trouble Report Rate - Central Office	Party with Retail	0.09	0.26	3803862	3885		0.05	-3.88
MR-2-04-3341	% Subsequent Reports	Assessed VCNW MRAs		22.88		70			
MR-2-05-3341	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		1.60		3885			
<b>MR-3 - Missed Repair Appointments</b>									
MR-3-01-3341	% Missed Repair Appointment - Loop	Party with Retail	11.71	2.33	35349	43		4.91	2.59
MR-3-02-3341	% Missed Repair Appointment - Central Office	Party with Retail	8.07	9.09	3545	11		8.23	0.26
MR-3-03-3341	% CPE/TOK/FOK - Missed Appointment	No Standard		1.61		62			
<b>MR-4 - Trouble Duration Intervals</b>									
MR-4-01-3341	Mean Time To Repair - Total	Party with Retail	19.27	11.48	38894	54	39.83	5.42	1.44
MR-4-02-3341	Mean Time To Repair - Loop Trouble	Party with Retail	20.07	13.06	35349	43	20.35	3.11	2.28
MR-4-03-3341	Mean Time To Repair - Central Office Trouble	Party with Retail	11.23	5.29	3545	11	114.92	34.70	0.17
MR-4-04-3341	% Cleared (all troubles) within 24 Hours	Party with Retail	74.58	94.44	38894	54		5.93	4.06
MR-4-07-3341	% Out of Service > 12 Hours	Party with Retail	57.75	36.59	29804	41		7.72	2.74
MR-4-08-3341	% Out of Service > 24 Hours	Party with Retail	24.92	7.32	29804	41		6.76	3.14
<b>MR-5 - Repeat Trouble Reports</b>									
MR-5-01-3341	% Repeat Reports within 30 Days	Party with Retail	17.90	16.87	38894	54		5.22	0.24
continued									

continued

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts March 2002**

**CLEC Aggregate Performance**  
**MAINTENANCE - UNE POTS / SPECIAL SERVICES**

Metric #		Standard	Actual Performance		Number of Observations		Standard Deviation	Sampling Error	Z-score
			Vz	CLEC Aggregate	Vz	All CLEC			
MR-2 - Trouble Report Rate									
MR-2-02-3342	Network Trouble Report Rate - Loop	Party with Retail	0.93	0.56	3803862	14222		0.08	4.84
MR-2-03-3342	Network Trouble Report Rate - Central Office	Party with Retail	0.06	0.06	3803862	14222		0.03	0.07
MR-2-04-3342	% Subsequent Reports	Assessed I/CW MRAs		18.25		137			
MR-2-05-3342	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.70		14222			
MR-3 - Missed Repair Appointments									
MR-3-01-3342	% Missed Repair Appointment - Loop	Party with Retail	11.71	7.61	35349	92		3.36	1.22
MR-3-02-3342	% Missed Repair Appointment - Central Office	Party with Retail	8.07	0.00	3545	20		6.11	5000000.00
MR-3-03-3342	% CPE/TOK/FOK - Missed Appointment	No Standard		0.00		100			
MR-4 - Trouble Duration Intervals									
MR-4-02-3342	Mean Time To Repair - Loop Trouble	Party with Retail	20.07	13.59	35349	92	20.35	2.12	3.05
MR-4-03-3342	Mean Time To Repair - Central Office Trouble	Party with Retail	11.23	3.07	3545	20	114.92	25.77	0.32
MR-4-04-3342	% Cleared (all troubles) within 24 Hours	Party with Retail	74.58	85.71	38894	112		4.12	2.70
MR-4-07-3342	% Out of Service > 12 Hours	Party with Retail	57.75	36.17	29804	94		5.10	4.23
MR-4-08-3342	% Out of Service > 24 Hours	Party with Retail	24.92	15.96	29804	94		4.47	2.01
MR-5 - Repeat Trouble Reports									
MR-5-01-3342	% Repeat Reports within 30 Days	Party with Retail	17.90	14.29	38894	112		3.83	1.00
MR-2 - Trouble Report Rate									
MR-2-02-3343	Network Trouble Report Rate - Loop	Party with VADI	0.19	0.04	124691	2801		0.08	2.81
MR-2-03-3343	Network Trouble Report Rate - Central Office	Party with VADI	0.04	0.00	124691	2801		0.04	5000000.00
MR-2-04-3343	% Subsequent Reports	Assessed I/CW MRAs		60.00		5			
MR-2-05-3343	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		0.79		2801			
MR-3 - Missed Repair Appointments									
MR-3-01-3343	% Missed Repair Appointment - Loop	Party with VADI	17.56	0.00	262	1		38.12	5000000.00
MR-3-02-3343	% Missed Repair Appointment - Central Office	Party with VADI	6.19	0.00	97	1		24.22	5000000.00
MR-3-03-3343	% CPE/TOK/FOK - Missed Appointment	No Standard		4.55		22			
MR-4 - Trouble Duration Intervals									
MR-4-02-3343	Mean Time To Repair - Loop Trouble	Party with VADI	22.57	8.50	262	1	21.23	21.27	0.66
MR-4-03-3343	Mean Time To Repair - Central Office Trouble	Party with VADI	9.77	5.87	97	1	10.79	10.84	0.38
MR-4-04-3343	% Cleared (all troubles) within 24 Hours	Party with VADI	74.65	100.00	359	2		30.85	5000000.00
MR-4-07-3343	% Out of Service > 12 Hours	Party with VADI	59.37	0.00	347	1		49.18	5000000.00
MR-4-08-3343	% Out of Service > 24 Hours	Party with VADI	25.07	0.00	347	1		43.40	5000000.00
MR-5 - Repeat Trouble Reports									
MR-5-01-3343	% Repeat Reports within 30 Days	Party with VADI	62.12	50.00	359	2		34.40	1.97
MR-2 - Trouble Report Rate									
MR-2-02-3345	Network Trouble Report Rate - Loop	Party with VADI	0.19	NA	124691				
MR-2-03-3345	Network Trouble Report Rate - Central Office	Party with VADI	0.04	NA	124691				
MR-2-04-3345	% Subsequent Reports	Assessed I/CW MRAs		NA					
MR-2-05-3345	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		NA					
MR-3 - Missed Repair Appointments									
MR-3-01-3345	% Missed Repair Appointment - Loop	Party with VADI	17.56	NA	262				
MR-3-02-3345	% Missed Repair Appointment - Central Office	Party with VADI	6.19	NA	97				
MR-3-03-3345	% CPE/TOK/FOK - Missed Appointment	No Standard		NA					
MR-4 - Trouble Duration Intervals									
MR-4-02-3345	Mean Time To Repair - Loop Trouble	Party with VADI	22.57	NA	262		21.23		
MR-4-03-3345	Mean Time To Repair - Central Office Trouble	Party with VADI	9.77	NA	97		10.79		
MR-4-04-3345	% Cleared (all troubles) within 24 Hours	Party with VADI	74.65	NA	359				
MR-4-07-3345	% Out of Service > 12 Hours	Party with VADI	59.37	NA	347				
MR-4-08-3345	% Out of Service > 24 Hours	Party with VADI	25.07	NA	347				
MR-5 - Repeat Trouble Reports									
MR-5-01-3345	% Repeat Reports within 30 Days	Party with VADI	62.12	NA	359				
MR-2 - Trouble Report Rate									
MR-2-01-3200	Network Trouble Report Rate	Party with Retail	0.23	1.65	450705	4185		0.07	-19.13
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only		1.84		4185			
MR-4 - Trouble Duration Intervals									
MR-4-01-3216	Mean Time To Repair - Total - Non DS0 & DS0	Party with Retail	5.48	NA	807		6.08		
MR-4-01-3217	Mean Time To Repair - Total - DS1 & DS3	Party with Retail	7.98	6.66	225	69	9.10	1.25	1.05
MR-4-04-3216	% Cleared (all troubles) within 24 Hours - Non DS0 & DS0	Party with Retail	98.14	NA	807				
MR-4-04-3217	% Cleared (all troubles) within 24 Hours - DS1 & DS3	Party with Retail	95.56	98.55	225	69		2.83	1.85
MR-4-06-3216	% Out of Service > 4 Hours - Non DS0 & DS0	Party with Retail	57.59	NA	790				
MR-4-06-3217	% Out of Service > 4 Hours - DS1 & DS3	Party with Retail	67.71	54.24	223	59		6.85	1.97
MR-4-08-3216	% Out of Service > 24 Hours - Non DS0 & DS0	Party with Retail	1.90	NA	790				
MR-4-08-3217	% Out of Service > 24 Hours - DS1 & DS3	Party with Retail	4.48	1.69	223	59		3.03	1.46
MR-5 - Repeat Trouble Reports									
MR-5-01-3200	% Repeat Reports within 30 Days	Party with Retail	18.02	19.14	1032	69		4.78	1.85
Legend Notations defined on Legend sheet - last page									

Legend Notations defined on Legend sheet - last page



**Carrier to Carrier**  
Performance Standards and Reports  
Verizon Massachusetts March 2002

**CLEC Aggregate Performance**  
**TRUNKS**

Metric #		Standard	Aggregate Interconnection					
			Actual Performance	Number of Observations				
<b>OR-1 - Order Confirmation Timeliness</b>								
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)	95% on time 10 Business Days	100.00	27				
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process	99.00	110				
OR-1-13-5020	% On Time Design Layout Record (DLR)	95% on time 10 Business Days	100.00	53				
OR-1-19-5020	% On Time Resp. - Request for Inbound Augment Trunks (<= 192 Forecasted)	95% on time 10 Business Days	100.00	1				
OR-1-19-5030	% On Time Resp. - Request for Inbound Augment Trunks (> 192 Forecasted)	Negotiated Process	NA					
<b>OR-2 - Reject Timeliness</b>								
OR-2-12-5000	% On Time Trunk ASN Rejected (<= 192 Forecasted Trunks)	95% on time 10 Business Days	100.00	5				
<b>PR-1 - Average Interval Offered</b>								
PR-1-09-5020	Av. Interval Offered - Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	18.13	8	18.33	9	1.36	-3.33
PR-1-09-5030	Av. Interval Offered - Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD	26.57	35	18.63	12	14.17	1.63
<b>PR-4 - Missed Appointment</b>								
PR-4-01-5000	% Missed Appointment - Verizon - Total	Parity with IXC / FGD	0.00	4721	0.00	11785		0
PR-4-02-5000	Average Delay Days - Total	Parity with IXC / FGD	NA		NA			
PR-4-03-5000	% Missed Appointment - Customer	None: Analysis Only	22.93	11785				
PR-4-07-5040	% On Time Performance - LNP Only	95% on Time	96.84	4862				
<b>PR-5 - Facility Missed Orders</b>								
PR-5-01-5000	% Missed Appointment - Verizon - Facilities	Parity with IXC / FGD	0.00	4721	0.00	4186		0
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	4721	0.00	4186		0
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	4721	0.00	4186		0
<b>PR-6 - Installation Quality</b>								
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.00	4721	0.00	11785		0
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00		0.00	11785		
<b>PR-8 - Open Orders in a Hold Status</b>								
PR-8-01-5000	Open Orders in a Hold Status > 30 Days	Parity with IXC / FGD	0.04	4721	0.00	11785	0.03	5000000.00
PR-8-02-5000	Open Orders in a Hold Status > 90 Days	Parity with IXC / FGD	0.00	4721	0.00	11785		0
<b>MR-2 - Trouble Report Rate</b>								
MR-2-01-5000	Network Trouble Report Rate	Parity with IXC / FGD	0.00	268137	0.00	433017	0.00	0.25
<b>MR-4 - Trouble Duration Intervals</b>								
MR-4-01-5000	Mean Time To Repair - Total	Parity with IXC / FGD	1.00	11	0.93	16	0.41	0.44
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	11	100.00	16		0
MR-4-05-5000	% Out of Service > 2 Hours	Parity with IXC / FGD	0.00	10	0.00	16		0
MR-4-06-5000	% Out of Service > 4 Hours	Parity with IXC / FGD	0.00	10	0.00	16		0
MR-4-07-5000	% Out of Service > 12 Hours	Parity with IXC / FGD	0.00	10	0.00	16		0
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	10	0.00	16		0
<b>MR-5 - Repeat Trouble Report Rates</b>								
MR-5-01-5000	% Repeat Reports within 30 Days	Parity with IXC / FGD	27.27	11	12.50	16	17.44	1.47
<b>NP-1 - Percent Final Trunk Group Blockage</b>								
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	1.96	306	0.00	358	1.08	5000000.00
NP-1-02-5000	% FTG Exceeding Blocking Std. - (No Exceptions)	See Guidelines	1.96	306	3.07	358	1.08	-1.03
NP-1-03-5000	Number FTG Exceeding Blocking Std. - 2 Months	See Guidelines	0		0	358		
NP-1-04-5000	Number FTG Exceeding Blocking Std. - 3 Months	See Guidelines	0		0	358		
<b>NP-2 - Collocation Performance - New</b>								
NP-2-01-6701	% On Time Response to Request for Physical Collocation	95% on time	NA					
NP-2-02-6701	% On Time Response to Request for Virtual Collocation	95% on time	NA					
NP-2-03-6701	Average Interval - Physical Collocation	No standard	67.30					
NP-2-04-6701	Average Interval - Virtual Collocation	No standard	128.00					
NP-2-05-6701	% On Time - Physical Collocation	95% on time	100.00	4				
NP-2-06-6701	% On Time - Virtual Collocation	95% on time	100.00	1				
NP-2-07-6701	Average Delay Days - Physical Collocation	No standard	NA					
NP-2-08-6701	Average Delay Days - Virtual Collocation	No standard	NA					
<b>NP-2 - Collocation Performance - Augment</b>								
NP-2-01-6702	% On Time Response to Request for Physical Collocation	95% on time	100.00	9				
NP-2-02-6702	% On Time Response to Request for Virtual Collocation	95% on time	100.00	1				
NP-2-03-6702	Average Interval - Physical Collocation - 76 Days	No standard	47.18					
NP-2-03-6712	Average Interval - Physical Collocation - 45 Days	No standard	NA					
NP-2-04-6702	Average Interval - Virtual Collocation	No standard	70.00					
NP-2-05-6702	% On Time - Physical Collocation - 76 Days	95% on time	100.00	11				
NP-2-05-6712	% On Time - Physical Collocation - 45 Days	See Legend	NA					
NP-2-06-6702	% On Time - Virtual Collocation	95% on time	100.00	1				
NP-2-07-6702	Average Delay Days - Physical Collocation	No standard	NA					
NP-2-08-6702	Average Delay Days - Virtual Collocation	No standard	NA					

Legend Notations defined on Legend sheet - last page

**Carrier to Carrier**  
**Performance Standards and Reports**  
**Verizon Massachusetts March 2002**

**LEGEND**

\* = Verizon North (CT, MA, ME, NH, NY, RI, VT)  
 \*\* = Verizon East (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and DC)  
 \*\*\* = MA only  
 \*\*\*\* = Verizon NE (MA, ME, NH, RI, VT)  
 \*\*\*\*\* = NY and CT  
 \*\*\*\*\* = NY and CT combined (CLEC result only)  
 1 = 80% for December 2001 and January 2002 data months  
   = 85% for February and March 2002 data months  
   = 90% for April and May 2002 data months  
   = 95% for June 2002 and forward data months  
 UD = Performance metric is under development  
 UR = Performance metric is under review  
 NA = No Activity  
 NEF = No Existing Functionality  
 TBD = Performance standard is to be determined  
 R3 = Run 3 times per year  
 I/C/W MRAs = Party to be assessed in conjunction with missed appointments  
 1-9=5, 10+=Negotiated = 1-9 Loops, 5 days  
                                   10+ Loops, Negotiated  
 95% Completed Within Window = Standard for Cut-Over Window  
                                   1 to 9 lines: 1 hour  
                                   10 to 49 lines: 2 hours  
                                   50 to 99 lines: 3 hours  
                                   100 to 199 lines: 4 hours  
                                   200 plus lines: 8 hours  
 EEL = 1-9 Loops, 15 days  
           10+, Negotiated  
           No Facilities, ECCD+15 Days  
           Disconnects, 2 Days  
 IOF = Facilities Check, 72 Hours  
       Facilities Available (Quantity 1-8), 15 Days  
       Facilities Available (Quantity > 8), Negotiated  
       Facilities Not Available, Negotiated  
 Jeopardy = 100% at least 24 hours before due date with facilities  
           100% at least 48 hours before due date without facilities



March 27, 2002

Wholesale Customer:

Consistent with the newly approved Appendix K of the C2C guidelines, Verizon has implemented a Log Gamma macro on the monthly C2C reports to provide a result equivalent to that of permutation testing. The Log Gamma macro will evaluate the results for all counted metrics at both the aggregate and CLEC specific level. It will then determine if the sample sizes are small enough to qualify the metric for permutation testing. If the metric qualifies, then the Log Gamma macro will be applied to determine a Z score. Any Z score that is determined as a result of the Log Gamma test will be highlighted in yellow. In some instances, the Z score is listed as a positive five million, or a negative five million. This merely indicates that the result is an extremely large positive or negative number. A positive five million indicates that the metric has met the standard. A negative five million indicates that the metric has missed the standard.